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| 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 2017/18 | Identify the title of the target |
| | Citizenship and Amendments 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 |
| | Automation of Citizenship and Amendment processes as per specifications. |
| Short definition | Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator |
| | Automation of Citizenship and Amendment processes refers to automated verification and risk assessment during issuance of Citizenship and Amendment processes. The process to apply for Citizenship and Amendments 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 Citizenship and Amendment 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 Citizenship and Amendment 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 and 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 Citizenship and Amendment 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; BMD processes automated; Refugee ID and Travel Documents automated |
| 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 Citizenship and Amendments. |
| 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 |

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| | <p>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</p> <p>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.</p> |
| 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 Citizenship and Amennndment 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 Citizenship and Amendment processes (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) | | | |
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| 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 |

