

Passports Live 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
APP 1.1.5	90% of machine readable passports issued within 13 working days (new live capture process) for applications collected and processed within the RSA.
Indicator / Measure title	Identify the title of the indicator
Short definition	Percentage (%) of machine readable passports (new live capture process) issued within 13 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application).
Purpose/importance	Explain what the indicator is intended to show and why it is important
Source documentation/information used	The department's service standards in terms of the issuance of passports (li e) is critical to ensure that our clients receive transparent services with a level of predictability in terms of the duration required to finalize / issue live capture passports. This is also critical to show efficiency in operations. Delays in issuance of passports may have a detrimental impact on economic development for the country.
Description of the source	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements
Standard operating procedure	Live capture sub-system
System used	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
Type of system	Director: Citizenship & Travel Documents
Method of calculation	For each indicator or target indicate the standard operating procedure (where applicable):
Baseline calculated against	No. A new Standard Operating procedure will need to be developed and approved. However, this SOP will be developed as per "system design".
Availability of total population	Name of system used to process performance information:
Unit of measure	Live Capture sub-system
Data limitations	Electronic or manual:
Output reporting	Machine Readable Passport System
Frequency of reporting on this indicator	Describe clearly and specifically how the indicator is calculated
Desired performance	Data is extracted from the Machine Readable Passport System. The data provides two critical dates used for the calculation. These dates are (1) branch process complete date and (2) date product was received at the local office. All data is imported into an excel spreadsheet for purposes of calculation. The following formula is used for measurement of each set of dates: =networkdays(start date, end date, public holidays). Once calculated, a summary is created depicting the total number of applications finalized within the 13 working day threshold versus those processed above the threshold. The total number of applications processed within the threshold is then compared against the total population of passports issued in order to deduce a percentage. (net working days = working days)
New indicator:	Indicate the performance as at the end of previous financial year
Calculation type:	95.42% (actual 2016/17)
Type of indicator:	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)
	The population refers to all passports issued and received by the application office.
	In what unit will the indicator be captured? (percentage/number/currency)
	The primary unit of measure is percentage and secondary unit of measurement is number.
	Identify any limitation with the indicator data/other, including factors that might be beyond the DHS'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. Furthermore, an electronic application archive is also being planned for implementation with the live capture solution. This electronic archive will eliminate the collection of manual application forms from clients. The electronic archive will have to be thoroughly tested over the first year before quality (or quantity) can be guaranteed.
	All applications collected through the live capture systems have a creation date. This creation date is not used for calculation of the performance. The reason for this is that e-channel applications are completed online by clients and payment done as well. However, once the application is created and payment is made, the client/s must still visit a bank or Home Affairs office to submit fingerprints, photographs and signatures (where applicable). There is a time lag between the time of creating applications on e-channel and the customer arriving at a bank or office. Hence, the branch uses the "branch process complete" date instead of the "creation date" for measurement. The same scenario applies for offices. If a client is mid way with an application at the front offices and it is determined that supporting documentation is not adequate or available, the application will be pending and only one return of the client to the office will the application be finalized. The branch measurement (from "branch process complete date") therefore eliminates delayed applications that are not within the control of DHS.
	1. Who is responsible for reporting at business level?
	Director: Citizenship & Travel Documents for statistical reports & policy implementation. Chief Director: Back Office Status Services for performance review and policy direction.
	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?:
	1) Monthly data extraction (or collection) and analysis by the Business Intelligence Unit.
	2) Monthly report signed-off by the Director: Births, Marriages & Deaths
	3) Collection and consolidation of monthly evidence by the CS Support.
	4) Quarterly reporting to the Departmental Performance Review committee (Reports submitted to Directorate M&E as part of quality assurance for quarterly reviews).
	5) Annual reporting in the annual report.
	4. Who extracts data and frequency? (Designation of official)
	Senior Specialist at the Chief Directorate: Application Management at Information Services. 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
	Indicate: eg monthly, quarterly and annually
	Monthly, quarterly and annually.
	Identify whether actual performance that is higher or lower than the targeted performance is desirable
	Issue 90% of passports within 13 working days.
	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	No
	Identifies whether the reported performance is cumulative, or non-cumulative
	Non-cumulative
	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 and efficiency

Chief Director: Back Office Status Services

Date:

10/04/2018

Deputy Director-General: Civic Services

Date: