

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 2018/19	Identify the title of the target
	NIS developed in respect of: Asylum Seeker Management process 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
	NIS development in respect of: Automation of Asylum Seeker Management 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 asylum seeker management processes refers to the automated verification and risk assessment during the issuance process of Asylum Seeker Management. The process relating to asylum seeker management will be paperless, applications will be completed online by the client and supporting documents scanned into the system. The process will be integrated with live capture which will have a single view of all citizens and asylum seekers to eliminate fraud.
Purpose/importance	Explain what the indicator is intended to show and why it is important
	To enhance the security of the asylum seeker management process and integrate it with other systems to have a single view of the client. It will also improve efficiency and reduce fraud and corruption.
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 asylum seeker management standard operating procedures, Refugees Act, 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: IMS
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	Name of system used to process performance information
	NA
Method of calculation	Describe clearly and specifically how the indicator is calculated
	Automation of the current manual asylum seeker management processes - full automation completed. Writing the system on the computer based on user requirements.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	BMD processes developed onto live capture. Refugee Smart ID cards and passports developed and tested. End-to-end e-Permit system developed (prototype). Amendment and Citizenship process developed onto live capture.
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)
	NA

Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	Automation of Asylum Seeker Management processes as per specifications.
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 the current manual asylum seeker management processes - full automation completed. Writing the system on the computer based on user requirements.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	Yes (for asylum seeker management 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