

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
	Dedicated DHA network connectivity for WAN and LAN ensured.
Indicator / Measure title	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	SITA provided with plan for dedicated network connectivity for DHA.
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	Ensure services are seamless within DHA and to have an uninterrupted network.
Purpose/importance	Explain what the indicator is intended to show and why it is important
	Improve customer satisfaction and continuous service delivery at all time.
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)
	Contract and SLA with service provider.
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person etc.
	DDG:IS
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
	N/A
Type of system	Electronic or live
	NA
Method of calculation	Describe clearly and specifically how the indicator is calculated
	N/A
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, indicate the numerator)
	Contract and SLA with service provider.
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	Implementation plan to ensure dedicated network connectivity for DHA submitted to SITA (including provision for an enterprise operations centre)
Data limitations	Identify any limitation with the indicator data, including factors that might be beyond the DHA's control
	NA
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
	Implementation plan to ensure dedicated network connectivity for DHA submitted to SITA (including provision for an enterprise operations centre)
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	New indicator
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