

Annexure E

Administration


INTERNAL AUDIT

Ms Matilda Mokone:
Director


Signature 

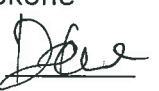
Date 20/08/2019

Indicator title	Number of internal audit plans developed
<p>Short definition</p>	<p>Definition</p> <p>An internal audit function must prepare, in consultation with and for approval by the audit committee –</p> <p>(a) A rolling three-year strategic internal audit plan based on its assessment of key areas of risk for the institution, having regard to its current operations, those proposed in its strategic plan and its risk management strategy;</p> <p>(b) An annual internal audit plan for the first year of the rolling three-year strategic internal audit plan;</p> <p>(c) Plans indicating the proposed scope of each audit in the annual internal audit plan.</p>
<p>Purpose/importance</p>	<p>Indicator rationale</p> <p>A rolling three – year strategic and annual internal audit plan to:</p> <ul style="list-style-type: none"> • Determine focus area for Internal Audit activities • Determine the scope in relation to the scheduled assignments • Allocate resources to planned audit assignments • Establish timing of performance of the audit assignments and • Determine the reporting requirements deadline. <p>Policies/legislations/guidelines</p> <ul style="list-style-type: none"> • Treasury Regulations 3.2.7 • Internal Audit Framework. • International Standards for Professional Practice of Internal Auditing
<p>Source/collection of data</p>	<ul style="list-style-type: none"> • Risk registers • AG Reports • Management requests
<p>Method of calculation & evidence type</p>	<p>Method</p> <p>Simple count</p>

	Evidence type : <ul style="list-style-type: none"> • A copy of approved rolling three – year strategic and annual internal audit plan and • Central register
Data limitations	Unavailability of audit committee members.
Type of indicator	Output.
Calculation type	Non-cumulative.
Reporting cycle	Annual.
New indicator	Existing.
Desired performance	Higher performance.
Indicator responsibility	Ms M Mokone
	Signature:  Date: 20/02/2019

Indicator title	Number of internal audit charters reviewed
Short definition	Definition Annual Internal Audit Charter outlining purpose, authority and responsibilities of Internal Audit Activities.
Purpose/importance	Indicator rationale To set out the nature, role, responsibility, status and authority on Internal Auditing within the Department of Economic , Small Business Development, Tourism and Environmental Affairs and outline the scope of the internal audit.
	Policies/legislations/guidelines <ul style="list-style-type: none"> • PFMA sec 38(1)(a)(i) and 76(4)(e) • Treasury Regulations 3.2.5 • International Standards for Professional Practice of Internal Auditing
Source/collection of data	<ul style="list-style-type: none"> • Manual information from Institute of Internal Auditors Standards. • National Treasury Internal Audit Framework.
Method of calculation & evidence type	Method Simple count
	Evidence <ul style="list-style-type: none"> • A copy of approved Internal audit charter • Central register.
Data limitations	Unavailability of audit committee members.
Type of indicator	Output.
Calculation type	Non cumulative.
Reporting cycle	Annual.

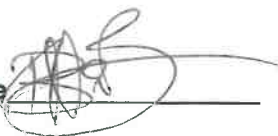
New indicator	Existing.
Desired performance	Higher performance.
Indicator responsibility	Ms M Mokone Signature:  Date: <u>20/02/2019</u>

Indicator title	Number of audit committee charter reviews facilitated
Short definition	Definition Annual Audit Committee Charter outlining purpose, roles, responsibilities and authorities of Audit Committee.
Purpose/importance	Indicator rationale To set out the purpose, role, responsibilities and authority on Internal Auditing within the Department of Economic Development, Tourism and Environmental Affairs and outline the scope of the audit committee. Policies/legislations/guidelines PFMA sec 76(4)(d) and 77 of the PFMA
Source/collection of data	<ul style="list-style-type: none"> • Manual information from Institute of Internal Auditors Standards. • National Treasury Internal Audit Framework.
Method of calculation & evidence type	Method Simple count Evidence <ul style="list-style-type: none"> • A copy of approved of audit committee charter • Central register
Data limitations	Unavailability of audit committee members.
Type of indicator	Output.
Calculation type	Non Cumulative.
Reporting cycle	Annually.
New indicator	Existing.
Desired performance	Higher performance.
Indicator responsibility	Ms M Mokone Signature:  Date: <u>20/02/2019</u>

SPECIAL PROGRAMMES


Mr Nazo Bongo
Director

Signature





Date

20/02/2019


Indicator title	Number of gender Equality Strategic Framework Plans developed
Short definition	The planning of departmental programmes and projects in line with Gender Equality Strategic Framework (GESF)
Purpose/importance	Ensure empowerment and advancement of women through gender mainstreaming strategies
Source/collection of data	GESF Implementation Plan
Method of calculation & evidence type	DPSA Guideline requires GESF Plan as well as timely submission. Evidence = Implementation Plan and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output based
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	GESF activities coordinated
Indicator responsibility	Mr Nazo Bongo
	Signature:  Date: 20/02/2019


Indicator title	Number of Gender Equality Strategic Framework Reports developed
Short definition	Reporting on Departmental campaigns of the Gender Equality Strategic Framework (GESF)
Purpose/importance	Ensuring empowerment of women through Gender mainstreaming
Source/collection of data	GESF Implementation report
Method of calculation & evidence type	DPSA Guideline requires GESF reports as well as timely submission. Evidence = Implementation report and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output based
Calculation type	Non-cumulative
Reporting cycle	Bi-Annually


New indicator	No
Desired performance	GESF activities coordinated
Indicator responsibility	Mr Nazo Bongo Signature:  Date: 20/02/2019


Indicator title	Number of Job Access Strategic Framework Plans developed
Short definition	The planning of departmental programmes and projects in line with Job Access Strategic Framework (JASF).
Purpose/importance	To ensure inclusion of persons with disabilities in all design, planning, implementation and monitoring of policies and programmes.
Source/collection of data	Approved JASF Plan.
Method of calculation & evidence type	DPSA Guideline requires annual plan on JASF as well as timely submission. Evidence = Implementation Plan and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output based
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	JASF activities coordinated
Indicator responsibility	Mr Nazo Bongo Signature:  Date: 20/02/2019

Indicator title	Number of Job Access Strategic Framework Reports developed
Short definition	Reporting of departmental programmes and projects in line with Job Access Strategic Framework.
Purpose/importance	Reporting on innovative interventions that seek to introduce measures which departments need to put in place to ensure the public service is accessible, accommodating and inclusive of people with disabilities.
Source/collection of data	Approved JASF reports.
Method of calculation & evidence type	DPSA Guideline requires annual report on JASF as well as timely submission.

	Evidence = Implementation report and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output based
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	JASF activities coordinated
Indicator responsibility	Mr Nazo Bongo Signature:  Date: 20/02/2019

Indicator title	Number of Youth Development Implementation Plans developed
Short definition	The National Youth Accord Plan aims to facilitate, coordinate and mainstream youth programmes within the department (both internally and externally).
Purpose/importance	To give effect to specific mandates in respect of the coordination of programmes focusing on youth.
Source/collection of data	Approved Youth Implementation Plan.
Method of calculation & evidence type	Guided by the National Youth Policy 2015-2020, the department is required to submit an annual plan on YAP as well as timely submission. Evidence = Implementation plan and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	YAP activities coordinated
Indicator responsibility	Mr Nazo Bongo Signature:  Date: 20/02/2019

Indicator title	Number of Youth Development Reports developed
Short definition	The National Youth Accord Report aims to report on the facilitation and mainstreaming of youth programmes within the department (both internally and externally).
Purpose/importance	To report on the specific mandates implemented in respect of the programmes and projects focusing on youth.
Source/collection of data	Approved Youth Implementation Report.
Method of calculation & evidence type	Guided by the National Youth Policy 2015-2020, the department is required to submit bi-annual reports on YAP as well as timely submission. Evidence = Implementation reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Bi-annually
New indicator	No
Desired performance	YAP activities coordinated
Indicator responsibility	Mr Nazo Bongo
	Signature:  Date: 20/02/2019

Indicator title	Number of HoD 8- Led Principle Action Plan Reports developed
Short definition	The planning of departmental programmes and projects in line with HOD 8-Led Principle Action Plan
Purpose/importance	Ensure that department design programs and projects that ensure empowerment and advancement of women to achieve Gender Equality and Women Empowerment
Source/collection of data	Public Service Women Management Week (PSWMW) Report
Method of calculation & evidence type	DPSA Guideline requires as well as timelys (PSWMW) Report ubmission. Evidence = Implementation report.
Data limitations	None
Type of indicator	Output based
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	HOD 8-Led Principle Action Plans implemented
Indicator responsibility	Mr Nazo Bongo
	Signature:  Date: 20/02/2019


RISK MANAGEMENT


Ms Cynthia Mahlaba:
Director


Signature 

Date 27/02/2019

Indicator title	Number of reviews conducted on risk registers.
Short definition	Facilitation of risk registers reviews.
Purpose/importance	To assist the department in identifying the risks and the opportunities to the Department in order to achieve the organisational strategic objective.
Source/collection of data	Perform consultations with the risk owners of each components.
Method of calculation & evidence type	Simple count Evidence: Attendance register, Risk registers and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of co-operation by management to comply with the set date.
Type of indicator	Outcomes.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	CRO
	Signature:  Date: <u>27/02/2019</u>

Indicator title	Number of monitoring reports developed.
Short definition	Conduct monitoring of action plans
Purpose/importance	To ensure compliance of implementation of action plans and development of mitigating strategies
Source/collection of data	Perform consultations with the risk owners of each components.
Method of calculation & evidence type	Simple count Evidence: monitoring reports of action plans and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of co-operation by management to comply with the set date.
Type of indicator	Outcomes.
Calculation type	Cumulative.
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher performance.
Indicator responsibility	CRO
	Signature:  Date: <u>27/02/2019</u>

Indicator title	Number of emerging risk register/status reports compiled
Short definition	Updating risk registers on newly identified and reported emerging risk.
Purpose/importance	To include new risk in order to ensure it is properly managed and reduced.
Source/collection of data	Perform consultations with the risk owners of each components.
Method of calculation & evidence type	Simple count Evidence: Emerging risk registers/reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of co-operation by management to report emerging risks.
Type of indicator	Outcomes
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher performance.
Indicator responsibility	CRO
	Signature:  Date: 27/02/2019

Indicator title	Number of awareness campaigns conducted.
Short definition	Training of officials on risk management activities.
Purpose/importance	To set the tone on risk management activities and departmental culture.
Source/collection of data	Conduct workshops or training based on Risk management processes.
Method of calculation & evidence type	Simple count Evidence: Presentations material and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Non approval of submission by Accounting Officer.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Bi-annually
New indicator	Yes
Desired performance	Higher performance
Indicator responsibility	CRO
	Signature:  Date: 27/02/2019

STRATEGIC PLANNING AND RESEARCH


Mr Mbuyiselo Sani:
Chief Director

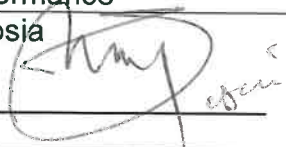
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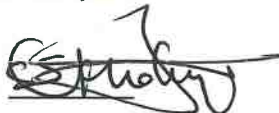
Date _____


Indicator title	Number of PRAC reports with recommendations developed
Short definition	Reports summarising the recommendations based on discussions and or presentations made at the Provincial Research Advisory Committee (PRAC)
Purpose/importance	To facilitate evidence-based decision making.
Source/collection of data	Data and research reports from sector departments, StatsSA, Global Insight and higher learning institutions.
Method of calculation & evidence type	Simple count. Approved PRAC reports with recommendations and Central register of all activities from 1 April 2019 to 31 March 2020
Data limitations	Unavailability of PRAC members or invited guest presenters.
Type of indicator	Outcome.
Calculation type	Non-cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance
Indicator responsibility	Adv. J Mosia Signature: _____ Date: <u>04/08/2019</u>


Indicator title	Number of economic intelligence reports developed
Short definition	Short reports on the state of the economy
Purpose/importance	To provide insights on the performance of the economy and the factors affecting the changes in the economy
Source/collection of data	Data from Statistics South Africa's surveys and reports, economic articles; Global Insight data and internet sources.
Method of calculation & evidence type	Simple count. Approved Economic Intelligence Reports and Central Register of all activities from 1 April 2019 to 31 March 2020
Data limitations	Unavailability of primary and secondary sources.
Type of indicator	Outcome
Calculation type	Non-cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Adv. J Mosia Signature: _____ Date: <u>04/08/2019</u>


Indicator title	Number of Provincial research colloquia convened
Short definition	The Free State Provincial Treasury initiative supported by Destea and serves as a platform for sharing completed/ working research papers
Purpose/importance	To facilitate policy discussion and evidence-based decision making.
Source/collection of data	Organizing Committee Meetings Minutes and the Concept document.
Method of calculation & evidence type	Simple count. Approved report on the Research Colloquium Organising Committee Meetings decisions and Central Register of all activities from 1 April 2019 to 31 March 2020
Data limitations	Non-participation of stakeholders.
Type of indicator	Outcome.
Calculation type	Non-cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	High performance.
Indicator responsibility	Adv. J Mosia Signature:  Date: <u>04/08/2019</u>


Indicator title	Number of research documents developed
Short definition	Research reports on priority sectors such as mining, tourism, manufacturing, transport and agriculture
Purpose/importance	To facilitate evidence-based decision making.
Source/collection of data	Literature review, qualitative and quantitative data, research articles, focus group and one-on-one interviews.
Method of calculation & evidence type	Simple count. Approved research reports and Central Register of all activities from 1 April 2019 to 31 March 2020
Data limitations	Unavailability of primary and secondary data. Non-responsive stakeholders.
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	High performance
Indicator responsibility	Adv. J Mosia Signature:  Date: <u>04/08/2019</u>


Indicator title	Approved Strategic and Annual Performance Plans developed
Short definition	Facilitation of Annual performance plan and strategic plan.
Purpose/importance	To assist with the development of strategic and annual performance plan, as well as the timely submission of these plans to the provincial Treasury.
Source/collection of data	Copies of approved plans.
Method of calculation & evidence type	APP are to be reviewed and submitted annually. Strategic plans are to be reviewed and submitted every 5 years. Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of SMART inputs by programme and sub-programme managers.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	Targets are set at the desired level.
Indicator responsibility	Mr S. Kholoanyane. Signature:  Date: 03/05/2019


Indicator title	Number of Frontline Service Delivery Monitoring reports compiled
Short definition	To ensure effective and efficient service delivery.
Purpose/importance	The FSDM programme ensures that through government efforts, citizen's experience frontline facilities of quality services as envisioned in the National Development Plan Vision 2030
Source/collection of data	FSDM reports
Method of calculation & evidence type	Simple count. Evidence: Reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of inputs from programme managers
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher performance desired.
Indicator responsibility	Mr T. Moeti. Signature:  Date: 03/05/2019


Indicator title	Number of SDIP Annual Reports compiled
Short definition	An annual report submitted to DPSA by 30 June on a three year departmental SDIP.
Purpose/importance	To comply with DPSA provisions
Source/collection of data	Verified M&E quarterly reports and reports from programme owners
Method of calculation & evidence type	Simple count Evidence: Approved annual report by the MEC and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Possible delay by programme owners in submitting additional evidence.
Type of indicator	Output
Calculation type	Cummulative
Reporting cycle	Annually
New indicator	No
Desired performance	Targets are set at the desired level.
Indicator responsibility	Mr T. Moeti. Signature:  Date: <u>03/05/2019</u>


Indicator title	Number of surveys conducted on staff satisfaction.
Short definition	Survey conducted to understand the level of satisfaction of the employees.
Purpose/importance	To find out the several factors like personal and organizational factors influencing job satisfaction and to help the employer to measure and understand their staff's attitude, feedback, motivation, and satisfaction.
Source/collection of data	Completed questionnaire.
Method of calculation & evidence type	Simple count; Approved Survey Report and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Response rate by staff.
Type of indicator	Impact.
Calculation type	Manual.
Reporting cycle	Bi-Annual.
New indicator	Yes
Desired performance	Higher performance
Indicator responsibility	Mr T Moeti Signature:  Date: <u>03/05/19</u>


Indicator title	Number of asset and financial management reports compiled
Short definition	Management of finances in the unit.
Purpose/importance	To ensure better control of budget and expenditure in the unit in order to ensure a better administrative process.
Source/collection of data	Reports and registers produced by the Admin Clerk.
Method of calculation & evidence type	Simple count; Evidence: Reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Availability of financial data from Finance.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Ms L. Mosikili. Signature:  Mosikili Date: 03/05/2019


Indicator title	Number of surveys conducted on customer satisfaction.
Short definition	Survey conducted to determine department's adherence to its service standards.
Purpose/importance	To gauge service recipients level of satisfaction about service rendered by the department.
Source/collection of data	Completed questionnaire.
Method of calculation & evidence type	Simple count; Approved Survey Report and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Response rate by stakeholders.
Type of indicator	Impact.
Calculation type	Manual.
Reporting cycle	Bi-Annual.
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Mr T. Moeti. Signature:  Date: 03/05/2019


Indicator title	Number of Operational Management Framework blocks reviewed.
Short definition	Review of the operations management elements to enhance service delivery.
Purpose/importance	The purpose of these documents is to present a framework of DESTEA's services by informing the staff and community on who is in charge, the executive management, services offered and which procedure to follow when one want to complain. This is augmented by service standards etc.
Source/collection of data	Consultation and Inputs from Units.
Method of calculation& evidence type	Simple count Evidence: 4 Plans annually; 5 plans every 3 rd year and Transactional Register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of inputs from programme and sub-programme managers.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	Yes
Desired performance	Targets are set at the desired level.
Indicator responsibility	Mr T. Moeti. Signature:  Date: <u>02/05/20</u>


Indicator title	Number of post-project analysis reports developed.
Short definition	Analysis reports on projects that were supported by DESTEA.
Purpose/importance	To provide graphic analysis of progress on projects that were supported by DESTEA.
Source/collection of data	Database
Method of calculation& evidence type	Simple count. Analysis Reports
Data limitations	Lack of inputs and support from line managers.
Type of indicator	Output.
Calculation type	Non-Cumulative.
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher performance.
Indicator responsibility	Mr T Sibizo Signature:  Date: <u>02/05/2019</u>

Indicator title	Number of performance analysis dashboard reports developed
Short definition	Analysis reports on non-financial performance of the department.
Purpose/importance	To provide graphic analysis of progress on non-financial performance analysis of the department.
Source/collection of data	MIS and Verification Reports.
Method of calculation & evidence type	Simple count. Analysis Reports
Data limitations	Inaccurate performance figures from line managers.
Type of indicator	Output.
Calculation type	Non-Cumulative.
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher performance.
Indicator responsibility	Mr T Sibizo Signature:  Date: 02/05/2019

Indicator title	Number of departmental annual reports facilitated.
Short definition	Facilitation of the Annual Report and submission/tabling.
Purpose/importance	Produce a detailed progress report of the previous year's performance, both financial and non-financial.
Source/collection of data	Approved annual report.
Method of calculation & evidence type	Simple count: Evidence: One annual report per annum and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Lack of inputs from programme and sub-programme managers.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	Targets are set at the desired level.
Indicator responsibility	Mr S. Kholoanyane. Signature:  Date: 03/05/2019

Indicator title	Number of staff performance plans approved
Short definition	To ensure the jobholder performance plan is aligned to the approved job description of the post.
Purpose/importance	The intent is to assist the supervisor to assess the actual performance against the expected performance of the jobholder.
Source/collection of data	Job descriptions.
Method of calculation & evidence type	Simple count: Evidence: performance plans and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High performance
Indicator responsibility	Mr D Hagen. Signature:  Date: 2/4/19

Indicator title	Number of SMS performance agreements assessed
Short definition	To ensure alignment of performance objectives of senior managers with the strategic objectives of the department and to assist senior managers to define key responsibilities and priorities.
Purpose/importance	To ensure that the PA is aligned with the department's strategic plan, annual performance plan and operational plan.
Source/collection of data	SMS performance agreements
Method of calculation & evidence type	Simple count: Quality assurance checklists for SMS performance agreements and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	High performance
Indicator responsibility	Mr S Kholoanyane Signature:  Date: 03/05/2019

Indicator title	Number of performance quality assurance sessions conducted
Short definition	To ensure all the officials within a unit are able to comply with the principles of performance management.
Purpose/importance	The objective is to review rated performance of jobholders against the performance reported for the component for the relevant performance period.
Source/collection of data	Performance plans
Method of calculation & evidence type	Simple count Performance assessments and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High Performance
Indicator responsibility	Mr Dirk Hagen Signature:  Date: 2/4/19


SECURITY SERVICES AND ANTI-CORRUPTION

Mr Tshediso Kotsi:


Signature 


Date 2019/02/25

Director


Indicator title	Number of Security-Awareness Sessions conducted.
Short definition	Refers to the number of activities (workshops and sessions) organized towards promoting awareness about issues relating to security.
Purpose/importance	To empower officials with security knowledge.
Source/collection of data	Research and other security related sources e.g. policies etc.
Method of calculation & evidence type	Simple count. Evidence: Report/s, Attendance register/s, and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Keeping record of attendees.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance .
Indicator responsibility	Mr T Kotsi Signature:  Date: <u>2019/02/25</u>


Indicator title	Number of policies developed
Short definition	A set of rules and procedures to help on governance of the department to achieve its aims and objectives.
Purpose/importance	To guide officials on procedures and best practices
Source/collection of data	Research material and benchmarking different concepts and procedures.
Method of calculation & evidence type	Simple Count. Evidence: Signed Policies and Central register of all activities from 01 April 2019 – 31 March 2020.
Data limitations	Keeping documents.
Type of indicator	Output.

Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Mr T Kotsi Signature:  Date: 2019/02/25


Indicator title	Number of SOP's developed
Short definition	A set of step by step instructions to help officials to carry out routine operations.
Purpose/importance	Aim to achieve efficiency and uniformity of performance.
Source/collection of data	Research material, National Acts and Policies.
Method of calculation & evidence type	Simple Count. Evidence: Signed SOPs and Central Register (of all activities from 01 April 2019 to 31 March 2020)
Data limitations	Keeping documents.
Type of indicator	Output
Calculation type	Non Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	High performance
Indicator responsibility	Mr T Kotsi Signature:  Date: 2019/02/25

Indicator title	Number of Cases Investigated.
Short definition	Investigate cases reported to Security Services and produce investigation report/s that will include the recommendations.
Purpose/importance	To gather facts of the incident, to find out the cause of the incident and to prevent similar acts in the future. Briefly, the process is designed to test allegations to find out what really transpired and to establish whether there are grounds for disciplinary action.
Source/collection of data	Conducting interviews, identify relevant witnesses, documents and other evidence.
Method of calculation & evidence type	Simple count Evidence: Affidavit, Report, Case Number and Central register of all activities from 1 April 2019 to 31 March 2020.

Data limitations	Keeping records of incidents
Type of indicator	Output
Calculation type	Non - Cumulative
Reporting cycle	Controlled by circumstances (Demand Driven)
New indicator	No
Desired performance	High Performance
Indicator responsibility	Mr T Kotsi Signature:  Date: 2019/02/25


Indicator title	Number of reports on Z204 forms submitted to SSA.
Short definition	Reports on Z204 forms are utilised by State Security Agency (SSA) to conduct vetting on officials occupying critical posts in the department. Officials are required to complete the Z204 forms and submit to Security Services Unit for a report to be compiled and submitted.
Purpose/importance	Is to check the person's background and private life in order to make sure that the individual can be safely trusted to hold his or her job.
Source/collection of data	Z204 Forms
Method of calculation & evidence type	Simple count: Evidence: Report/s and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	SSA keeps the forms
Type of indicator	Output
Calculation type	Non – Cumulative
Reporting cycle	Controlled by the number of newly employed officials in critical posts and the arising needs that may occur following an incident (Demand Driven).
New indicator	No
Desired performance	High Performance
Indicator responsibility	Mr T Kotsi Signature:  Date: 2019/02/25

Indicator title	Number of Reports on Conflict of Interest developed
Short definition	Findings identified on the Financial Disclosures submitted by SMS Members, MMS, OSD, SCM and Finance officials and the

	resolutions thereof.
Purpose/importance	To ensure that the employees comply with the Public Service Regulations on issues of ethics.
Source/collection of data	Computer-assisted audit techniques (CAATs) which is based on the comparison of the following databases: PERSAL (Personnel Salary System) for employees, Companies and Intellectual Property Commission (CIPC) for registers of companies and directors and the Basic Accounting System (BAS) which is a government payments system. To check any directorship via the CIPC database, then from there, use BAS to see if there is any trading activity with government within the official's own department or any other government department.
Method of calculation & evidence type	Simple Count. Evidence: Reports produced by audit technics utilized.
Data limitations	innovative electronic tools to identify risks /poor internal controls
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	High
Indicator responsibility	Mr T Kotsi Signature:  Date: 2019/02/25

Indicator title	Number of Reports on Financial Disclosures developed
Short definition	SMS Members, MMS, OSD, SCM and Finance Officials must make a full disclosure of their financial interests via e-disclosure.
Purpose/importance	To monitor conflict of interests with an aim of addressing unethical behaviour that contravenes public administration management regulations on conducting business with the state and the disclosure of financial interests in the public service.
Source/collection of data	e-disclosure system
Method of calculation & evidence type	Simple Count. Evidence: Persal Records
Data limitations	E-Disclosure System short comings (Inability to login)
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	High
Indicator responsibility	Mr T Kotsi

	Signature: 	Date: <u>2019/02/25</u>
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Indicator title	Number of Awareness Sessions conducted on Ethics
Short definition	To equip the employees of the department with information or knowledge on Ethical behaviour and to ensure that they understand what constitutes ethical and unethical behavior.
Purpose/importance	<p>The department is responsible for the following</p> <ul style="list-style-type: none"> • upholding the public trust. • Accountable to spend and use resources the way they were intended. • Accountable to its stakeholders. <p>All employees need to know that acting ethically is the right thing to do.</p>
Source/collection of data	Public Service Regulations and Basics of information literacy
Method of calculation & evidence type	Simple Count. Evidence: attendance register/s, presentation/s and invitation/s.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Bi-Annual
New indicator	Yes
Desired performance	High
Indicator responsibility	Mr T Kotsi
	Signature:  Date: <u>2019/02/25</u>

COMMUNICATION

Mr Kgotsa Tau:
Director

Signature _____

Date _____

COMMUNICATION

Mr Kgotso Tau:
Director

Signature *Wag ok*

Date 01/03/19

Indicator title	Number of monthly activity plans developed
Short definition	Plan outlining monthly communication activities
Purpose/importance	To plan activities for the month
Source/collection of data	Monthly activity plans
Method of calculation & evidence type	Simple counting
Data limitations	None
Type of indicator	Activities
Calculation type	Cumulative
Reporting cycle	Monthly
New indicator	No
Desired performance	Higher
Indicator responsibility	Ms Festy Nyamate. Signature: <u><i>Wag ok</i></u> Date: <u>01/03/19</u>

Indicator title	% of economically active population reached
Short definition	Communicate successes of DESTEA through media
Purpose/importance	To communicate government messages with relevant stakeholders through media.
Source/collection of data	Media monitoring
Method of calculation & evidence type	Formula to calculate reach and impact Evidence: Media monitoring report and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Monthly/Quarterly/Annually
New indicator	No
Desired performance	Higher
Indicator responsibility	Ms Festy Nyamate.

	Signature: <u>mpay ek</u>	Date: <u>01/03/19</u>
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Indicator title	Number of campaigns executed
Short definition	Series of activities to create awareness about DESTEA's programmes and projects
Purpose/importance	To deliver a message, create awareness and encourages action to the targeted audience
Source/collection of data	Implemented campaigns
Method of calculation & evidence type	Simple count Evidence: Campaign plans and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Activities
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher
Indicator responsibility	Ms Festy Nyamate. Signature: <u>mpay ek</u> Date: <u>01/03/19</u>

Indicator title	Number of publications produced.
Short definition	Number of publications produced to communicate and promote achievements of DESTEA
Purpose/importance	To communicate government messages with relevant stakeholders
Source/collection of data	Number of publications produced
Method of calculation & evidence type	Simple count: Evidence: Approved-publications produced and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Inputs
Calculation type	None
Reporting cycle	Annually
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Ms Festy Nyamate.

	Signature: <u><i>Ms Festy Nyamate</i></u>	Date: <u>01/03/19</u>
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Indicator title	Number of profiled programmes/projects on the communication Programme
Short definition	Events/Programmes/Projects by line functions to inform communities about services provided by DESTEA.
Purpose/importance	Profile successes of DESTEA through media
Source/collection of data	Close out reports
Method of calculation & evidence type	Simple count Evidence: Close-out Report of number of profiled programmes and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Activity
Calculation type	None
Reporting cycle	Annually
New indicator	No
Desired performance	Higher
Indicator responsibility	Ms Festy Nyamate. Signature: <u><i>Ms Festy Nyamate</i></u> Date: <u>01/03/19</u>

Indicator title	Number of social media updates
Short definition	Updating of departmental social media platform with information about projects and services
Purpose/importance	Inform the public about departmental projects
Source/collection of data	Social Media Report
Method of calculation & evidence type	Simple count Evidence: Social Media Report with number of updates and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Activity
Calculation type	None

Reporting cycle	Annually
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Ms Festy Nyamate. Signature: <u><i>nyamate</i></u> Date: <u>01/03/19</u>

INFORMATION TECHNOLOGY AND KNOWLEDGE MANAGEMENT

Mr Kgotso Tau:
Director

Signature _____

Date _____

Indicator title	Number of implemented ICT modernisation programmes/projects
Short definition	
Purpose/importance	
Source/collection of data	
Method of calculation & evidence type	
Data limitations	
Type of indicator	
Calculation type	
Reporting cycle	
New indicator	
Desired performance	
Indicator responsibility	Ms Tshidi Mphatlhane Signature: _____ Date: _____


Indicator title	Number of ICT Governance reports
Short definition	
Purpose/importance	
Source/collection of data	
Method of calculation & evidence type	
Data limitations	
Type of indicator	
Calculation type	
Reporting cycle	
New indicator	


INFORMATION AND COMMUNICATION TECHNOLOGY


Mr Kgotso Tau:
Director


Signature 

Date 22/02/19

indicator title	Number of implemented ICT modernisation programmes/projects
Short definition	Implementation of ICT solutions/initiatives that support business goals and objectives.
Purpose/importance	To align ICT initiatives and plans with business processes.
Source/collection of data	Four (4) ICT Solutions implemented.
Method of calculation & evidence type	Method of Calculation = None Evidence = Printed screen shorts or implementation report for solution implemented including Central register of all the activities.
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Ms Motshidisi Mphatlhane Signature:  Date: <u>20/2/2019</u>

Indicator title	Number of ICT Governance reports
Short definition	Implementation of Corporate Governance of ICT.
Purpose/importance	Aims to instill good governance and compliance. Best practice (COBIT5).
Source/collection of data	Four (4) approved reports.
Method of calculation & evidence type	Method of Calculation = None Evidence = Approved reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	Yes
Desired performance	Higher performance.
Indicator responsibility	Ms Motshidisi Mphatlhane Signature:  Date: <u>20/2/2019</u>

Indicator title	Number of ICT services/resources usage reports
Short definition	Provide report on Performance of ICT Services, efficient usage of IT resources such as email, internet and shared storage and ICT risk exposures.
Purpose/importance	Aims to enhance the effectiveness of ICT controls. Best practice (ITIL and COBIT5).
Source/collection of data	Four (4) reports from monitoring systems.
Method of calculation & evidence type	Method of Calculation = None Evidence = Approved reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Ms Motshidisi Mphatlhane Signature:  Date: <u>20/2/2019</u>

Indicator title	Number of ICT Security Management reports
Short definition	Provide IT Security Management to prevent unauthorised access and User Access Management.
Purpose/importance	Aims to enhance the effectiveness of ICT Controls. Best practice (MISS, ISO27001 and COBIT).
Source/collection of data	Four (4) approved reports from monitoring systems including Central register of all the activities.
Method of calculation & evidence type	Method of Calculation = None Evidence = Approved reports and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Ms Motshidisi Mphatlhane Signature:  Date: <u>20/2/2019</u>

LEGAL SERVICES AND LABOUR RELATIONS

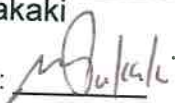
Mr Moeketsane Mahlasela:
Deputy Director

Signature



Date

25/02/2019.


Indicator title	Number of reports on litigation developed
Short definition	Report on court cases.
Purpose/importance	To inform the MEC/HOD on court cases trends and make recommendations on possible intervention.
Source/collection of data	On file
Method of calculation & evidence type	Simple Count Report and Central register of all activities from 1 April 2019 to 31 March 2020
Data limitations	none
Type of indicator	output
Calculation type	cumulative
Reporting cycle	quarterly
New indicator	yes
Desired performance	lower
Indicator responsibility	Mr M Rakaki Signature:  Date: 25/02/2019


Indicator title	Number of contracts drafted
Short definition	Contracts drafting. Directorate would instruct LS to draft a contract to either procure goods and services from third parties.
Purpose/importance	To ensure that the Department has entered in a duly binding agreement and also minimise the risk of litigation against the department.
Source/collection of data	Client Unit/Directorate
Method of calculation & evidence type	Copy of Contracts drafted, covering letter and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	Dependent on instructions received
Type of indicator	Efficiency
Calculation type	Non-Cumulative

Reporting cycle	Quarterly.
New indicator	No
Desired performance	lower
Indicator responsibility	Mr M.Rakaki Signature: <u><i>M Rakaki</i></u> Date: <u>25/02/2019</u>


Indicator title	Number of misconduct cases handled
Short definition	Misconduct cases handled within the prescribed time-frames.
Purpose/importance	To monitor unbecoming behaviour within the department.
Source/collection of data	Labour Relations Unit.
Method of calculation & evidence type	Cases resolved within prescribed time frames. Evidence = FOSAD Report and Central register of all activities from 1 April 2019 to 31 March 2020
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher.
Indicator responsibility	Mr. M. Mahlasela Signature: <u><i>M Mahlasela</i></u> Date: <u>25/02/2019</u>


Indicator title	Number of reports on grievances developed
Short definition	Grievance cases resolved within the prescribed time-frames
Purpose/importance	To investigate grievances of employees concerning official acts or omission, and recommend appropriate remedy.
Source/collection of data	Aggrieved employees/ Different Directorates
Method of calculation & evidence type	Grievances resolved within prescribed time frames. Evidence = FOSAD Report and Central register of all activities from 1 April 2019 to 31 March 2020
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.

Desired performance	Higher.
Indicator responsibility	Mr. M. Mahlasela Signature:  Date: <u>25/02/2019.</u>

Indicator title	Number of reports on disputes developed
Short definition	Dispute cases handled within the rules of the Bargaining Council or the CCMA
Purpose/importance	To resolve disputes from the Bargaining Councils or the CCMA through settlements/ conciliation or arbitration.
Source/collection of data	Referral documents/ Different Directorates
Method of calculation & evidence type	Disputes handled Evidence = FOSAD Report and Central register of all activities from 1 April 2019 to 31 March 2020
Data limitations	None.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher.
Indicator responsibility	Mr. M. Mahlasela Signature:  Date: <u>25/02/2019.</u>

Indicator title	Number of PAIA manual published
Short definition	Section 14 manual. It informs the public about classification of information held by the department.
Purpose/importance	To inform the public regarding information held by the department.
Source/collection of data	Different Directorates
Method of calculation & evidence type	Copy of signed PAIA manual and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Efficiency
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Lower

Indicator responsibility	Mr M. Rakaki Signature:  Date: <u>25/02/2019</u>
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Indicator title	Number of reports to SAHRC in terms of section 32 of PAIA
Short definition	Section 32 report. To inform SAHR about a number of PAIA request received and how many were granted or refused.
Purpose/importance	To make available to the public information held by the Department and how it has been accessed.
Source/collection of data	File Register
Method of calculation & evidence type	Simple count Evidence: Copy of a signed Section 32 Report and Central register of all activities from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Efficiency
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Lower
Indicator responsibility	Mr M. Rakaki Signature:  Date: <u>25/02/2019</u>