



## international relations & cooperation

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International Relations and Cooperation  
REPUBLIC OF SOUTH AFRICA



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# TECHNICAL INDICATOR DESCRIPTORS FOR THE ANNUAL PERFORMANCE PLAN

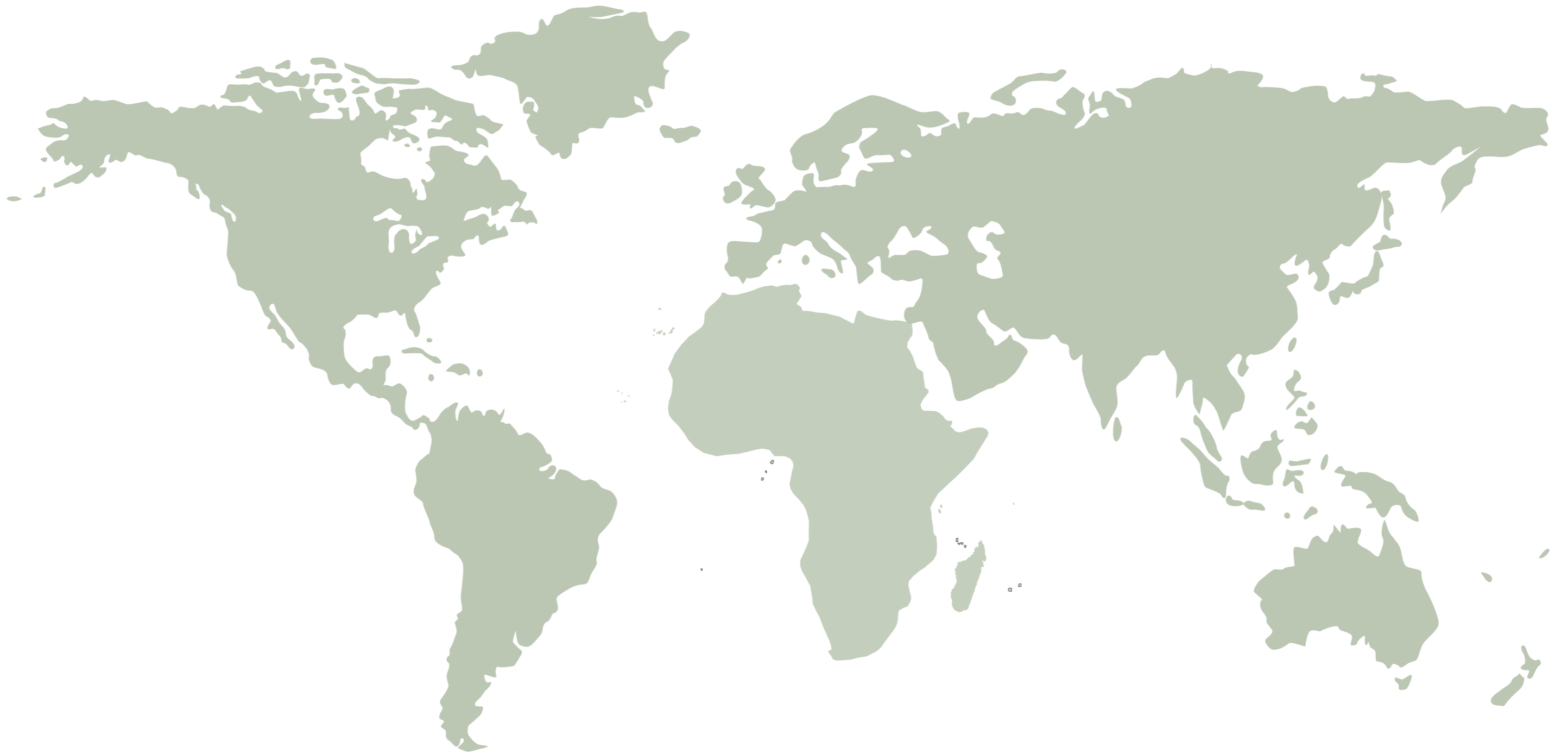
# 2015 – 2016

Technical Indicator Descriptors for the 2015/16 Financial Year

**PART**

**A**

**TECHNICAL INDICATOR DESCRIPTORS**  
2015 – 2016



Technical Indicator Descriptions										
Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Compliance with corporate governance requirements for information and communications technology (ICT)</b>	Compliance with all five aspects of Corporate Governance of ICT	To track the approval, review and the implementation of the five aspects of the Corporate Governance requirements of ICT	Process Owner: Corporate Services (CS): ICT  Approved reports	None	Output	Non-cumulative	Quarterly	N/A	Higher performance is desirable	ICT
<b>Integrated ICT systems to optimise the availability of information</b>	Consolidation of various systems into a single system in terms of information-sharing	To provide single view and reporting for executive management to make informed decisions	Process Owner: ICT  Approved reports	None	Output	Cumulative	Quarterly	New	Higher performance is desirable	ICT
<b>Percentage of requests for consular assistance responded to as per the Service Delivery Charter</b>	Consular assistance provided to South African citizens abroad	To monitor assistance provided by DIRCO to South African citizens abroad as per the Vienna Convention	Process Owner: CS - Consular  Consular statistics signed by Manager	None	Output	Cumulative	Quarterly	Revised	According to the service standards	Consular
<b>Percentage of documents legalised as per the Service Delivery Charter</b>	Documents for use abroad are legalised and authenticated	To track the number of documents legalised	Process Owner: CS - Consular  Legalisation statistics signed by Manager	None	Output	Cumulative	Quarterly	Revised	According to the service standards	Consular
<b>Compliance with the Public Finance Management Act (PFMA), 1999, National Treasury (NT) Regulations and other relevant legislative prescripts</b>	The department is required to comply with NT Regulations	To measure the level of DIRCO compliance with the relevant legislation	Process Owner: CS, Finance and Supply Chain Management (SCM)  Proof of submission to NT and Auditor-General (AG), Demand Management Plan and proof of reviewing, Exception reports	None	Activity	cumulative	Quarterly	N/A	On target	CS
<b>Compliance with Minimum Information Security Standards (MISS) and other relevant security standards</b>	The department to be compliant with MISS requirements	To track DIRCO's compliance with MISS	Process Owner: CS - Security  Security Clearance Report for Security, reports, attendance registers for awareness	None	Activity	Cumulative	Quarterly	N/A	On target	Security



<b>Number of construction and renovation projects implemented as per the approved infrastructure plan</b>	Managing the current property portfolio	To monitor the progress made on the approved infrastructure	Process Owner: CS - International Property Management (IPM)  Reports / minutes	None	Activity	Cumulative	Quarterly	New	Higher performance is desirable	IPM
<b>Standardised management guidelines for the maintenance of state-owned properties</b>	Develop set standards for maintenance of state-owned properties	Uniform standard guidelines applied by missions to maintain state-owned properties	Process Owner: CS: IPM	None	Activity	Cumulative	Quarterly	New	Higher performance is desirable	IPM
<b>Turn-around time for filling of vacant posts after advertisement</b>	Vacancies filled within the Department of Public Service and Administration (DPSA) prescribed time to enhance productivity	To report and monitor on how long DIRCO takes to fill vacancies, both within the prescribed and outside the prescribed time	Process Owner: Human Resources (HR) - Recruitment and Selection  Signed Register of Filled Vacancies	None	Output	Non-cumulative	Quarterly	N/A	Higher performance is desirable	HR
<b>Percentage of signed Senior Management Service (SMS) performance agreements</b>	Determine how many eligible SMS officials complied with DPSA prescripts by submitting signed performance agreements	To track DIRCO's compliance with DPSA requirements and entrench culture of performance management	Process Owner: HR - Performance Management and Development System (PMDS)  Signed Register of Agreements	None	Output	Non-cumulative	Annual	N/A	On target	HR
<b>Percentage of lodged grievances handled within 30 days</b>	Grievances resolved within the prescribed time frame as per DPSA guidelines to contribute to a conducive work environment	To monitor how many grievances are resolved within 30 days and to also report on those that are resolved outside the prescribed time	Process Owner: HR - Labour Relations  Signed Register on Grievances	None	Output	Non-cumulative	Quarterly	N/A	On target	HR
<b>Percentage of disciplinary cases finalised within 90 days from date of being initiated</b>	Disciplinary cases finalised within the prescribed time frame as per DPSA guidelines to contribute to a conducive work environment	To track how many disciplinary cases are resolved within 90 days and to report on those that are finalised after 90 days	Process Owner: HR - Labour Relations  Signed Register on Disciplinary Cases	None	Output	Non-cumulative	Quarterly	N/A	On target	HR

<b>Number of training programmes implemented in line with Workplace Skills Plan (WSP)</b>	The department's commitment towards a skilled public service	To track the implementation of training programmes offered for individual personal development plans (PDPs) as captured in the WSP	Process Owner: Diplomatic, Training, Research and Development (DTRD) Attendance registers	None	Output	Cumulative	Quarterly	N/A	Higher performance is desirable	DTRD
<b>Number of training programmes provided to international participants</b>	Utilising training as part of our foreign policy	To track the number of training programmes offered to international participants	Process Owner: DTRD Attendance registers	None	Output	Cumulative	Quarterly	N/A	Higher performance is desirable	DTRD
<b>Percentage of identified training courses for South African officials in partnership with international training Institutes</b>	Utilising training offers from international partners	To positively respond to appropriate training offers	Process Owner: DTRD Approved submissions	None	Output	Cumulative	Quarterly	New	On target	DTRD
<b>Percentage requests for Protocol Training responded to</b>	The department's commitment towards a skilled public service	To track the number of programmes offered to DIRCO and non-DIRCO officials, including the three spheres of government	Process Owner: DTRD Attendance registers	None	Output	Cumulative	Quarterly	N/A	On target	DTRD
<b>Percentage of interpreting and translation requests responded to within the required time</b>	Providing translation and interpreting services	To track assistance offered by DIRCO on interpreting and translation requests	Process Owner: DTRD Register on Interpreting and Translation	None	Output	Cumulative	Quarterly	N/A	On target	DTRD
<b>Number of knowledge management initiatives to entrench a culture of learning within the department</b>	Initiatives to retain institutional knowledge	To track initiatives to retain institutional knowledge for DIRCO to be a learning organisation	Process Owner: DTRD Publications / booklets	None	Output	Cumulative	Quarterly	N/A	Higher performance is desirable	DTRD
<b>Number of briefing sessions and discussions held in support of foreign policy</b>	Through stakeholder engagements enrich policy research and analysis	To track DIRCO's ability to do research, analysis and consultations with relevant stakeholders	Process Owner: DTRD - Policy, Research and Analysis Unit (PRAU) Submissions / programmes / attendance registers / research papers	None	Activity	Cumulative	Quarterly	N/A	On target	PRAU



PROGRAMME 1

Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
Number of programmes and projects to create an enabling environment for effective implementation of policies focused on gender, youth and people with disabilities	Towards an enabling environment for the promotion of gender empowerment and youth development	To track DIRCO activities on promoting gender empowerment and youth development	Process Owner: Special Programmes Reports / Attendance Register	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	Special Programmes
Number of reports against Internal Audit operation plan to the Audit Committee	To monitor / ensure good governance practices / functions as per the Internal Audit Operation Plan	To improve and strengthen good governance	Process Owner: Internal Audit Reports	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	Internal Audit
Number of reports on risk assessments facilitated to the Risk Management Committee	To facilitate risk assessments and develop risk profiles / registers and submit to the Risk Management Committee	To identify the risks and develop mitigation strategies to deal with the risks	Process Owner: Internal Audit - Risk Management Reports	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	Risk Management

Sub-programmes: Africa, Asia and the Middle East; Americas and the Caribbean; and Europe										
Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Number of structured bilateral mechanisms and high-level engagements coordinated to promote national priorities, the African Agenda and Agenda of the South</b>	<p>Structured bilateral mechanisms is a terminology used to reflect regularised and formalised meetings that South Africa has with other countries. These meetings usually take place in an agreed format and time frame pursuant to bilateral communiqués, agreements and/or other high-level decisions</p> <p>The term High-Level Meeting is often employed to denote meetings of a Deputy Foreign Minister, Minister and above. The content of these meetings could be the same and may coincide with State and Official Visits</p>	<p>Structured bilateral mechanisms and high-level meetings are some of the most important and valuable foreign policy instruments of DIRCO to advance South African positions, coordinate activities towards a particular country, and to promote South Africa's key priorities as reflected in national policy documents. South Africa also utilises these engagements to discuss regional and global issues</p>	<p>Process Owner: Various bilateral desks and missions</p> <p>Approved and signed minutes of stakeholder meetings (interdepartmental meetings), briefing documents, outcomes documents i.e. approved submissions, joint communiques, joint declarations, memoranda of understanding (MoUs) / agreements and statements released after the bilateral engagement</p>	<p>Officials are not party to all discussions by political principals. Reporting can also be compromised through a lack of cooperation from other national departments and other stakeholders that participate regarding areas of bilateral cooperation</p>	Activity indicator	Cumulative	Quarterly	N/A	<p>Higher performance is desired. However, the frequency of meetings is dependent on the availability of the political principals of both states and fall outside the department's control</p>	All bilateral branches
<b>Number of economic diplomacy activities undertaken to increase value-added exports, attract Foreign Direct Investment (FDI) to priority sectors (New Growth Path [NGP] and Industrial Policy Action Plan [IPAP]); promote tourism and South Africa's image abroad; and promote the removal of non-tariff barriers</b>	<p>DIRCO is required to engage in meaningful and measurable economic diplomacy activities in the host country, which should be informed by the Situational Analysis of the approved Annual Performance Plan as well as the market analysis done by the Mission. Activities are undertaken with the purpose of engaging identified role players / stakeholders in order to promote economic opportunities in South Africa as well as highlight potential opportunities for South African business in the host country. These activities are not only restricted to missions as Head Office can also participate in similar activities. Economic activities in this context consist of the following:</p> <p>Trade and Investment Seminar: Ideally, arranged by the Mission, however, participation in identified trade and investment seminars is also acceptable. Measurable efforts on the Mission's side to promote inward and outward investment and trade</p> <p>Engagement with Chambers of Commerce: To arrange meetings with reputable business organisations in the host country to lobby and promote interest with regard to investment and trade opportunities in South Africa and to create a positive atmosphere around doing business in South Africa</p>	<p>The indicator reflects and measures the number of economic diplomacy activities undertaken, particularly at mission-level, to increase trade and investment and promote tourism</p>	<p>Process Owner: Various bilateral desks and missions</p> <p>Approved and signed reports supported by attachments such as speeches delivered, photos and exhibitors lists) by heads of mission (or sent from HOM e-mail) for all Mission activities undertaken. HO reports should be approved at the level of the respective Business Unit Manager</p>	None	Activity indicator	Cumulative	Quarterly	Revised	<p>Higher performance is desirable. Dependent on cooperation of partners, the Department of Trade and Industry in particular</p>	All bilateral branches and missions





	<p><b>Bilateral meetings with targeted government ministries:</b> These meetings can be two-fold: To solicit the intervention of specific government ministries where non-tariff barriers hinder market access for South African goods and services in the host government as well as to inform specific ministries of the capabilities of South Africa e.g. in the fields of mining, science and technology and agriculture</p> <p><b>Meetings with high-level potential investor sectors:</b> To request meetings with the sole purpose to source investment in South Africa</p> <p><b>Tourism promotion events:</b> To arrange meetings with sector role players (travel agencies and tour operators) in the host government in a concerted effort to promote South Africa as a favourable tourism destination</p>									
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Sub-programme: Global System of Governance										
Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Number of multilateral structures and processes engaged in to enhance the responsiveness of the multilateral system to South Africa's needs and the needs of developing countries</b>	South Africa's multilateral engagements are premised on the need to advance the Development Agenda for developing countries. A key aspect of this would be through the reform of the existing global governance architecture and international institutions with a view to improve its responsiveness to these challenges. In order to influence the global processes, South Africa must be represented at multilateral fora to engage, influence, negotiate and articulate its positions. The National Development Plan (NDP) stipulates that DIRCO must retain an influential space for South Africa in key multilateral institutions	For South Africa to contribute to any changes and improvements with regard to the multilateral system, it must actively participate in and influence negotiations. South Africa's involvement and the rationale for engagements in multilateral fora in order to advocate for a reformed rules-based global system which is equitable and responsive to its needs in particular and the needs of the developing countries in general, aligned to its foreign policy positions	Process Owner: United Nations (UN) and Human Rights and Humanitarian Affairs  Reports, submissions, decisions and statements released	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	UN and Human Rights and Humanitarian Affairs
<b>Percentage of approved requests for humanitarian assistance disbursed</b>	Approved humanitarian assistance made upon request is disbursed to organisations, countries and institutions to assist people in distress due to both natural and man-made disasters	South Africa is fulfilling its role as a responsible global citizen and discharges its social and moral responsibility, providing humanitarian assistance and relief to persons in distress due to natural disasters and emergency situations. The extent to which this responsibility could be fulfilled is dependent on the availability of resources	Process Owner: Food Security and Humanitarian Assistance and Finance  Financial statements and approved submissions	None	Responsive indicator	Non-cumulative	Quarterly	Revised	On target	Food Security and Humanitarian Assistance and Finance
<b>Number of multistate processes influential in the global governance system engaged in to advance South Africa's foreign policy objectives</b>	South Africa considers the following as multistate processes: G20, Non-Proliferation Treaty (NPT) and where there is not a clear alignment to either the South or the North	South Africa participates in these multistate processes to influence and negotiate its positions aligned to its foreign policy positions	Process Owner: Economic and Social Affairs  Reports, decisions and statements released.	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Economic and Social Affairs
<b>Percentage requests responded to for legal and policy advice, services and assistance relating to international law, treaties and treaty obligations, contributions to the formulations/development of international law and on compliance with domestic law and policy</b>	Foreign policy engagements are guided by domestic priorities and legislation and conducted within the ambits of international law and instruments. DIRCO must be responsive to and compliant with international and domestic law	To ensure that international relations engagements are undertaken in consistency with the constitutional provisions and international law. South Africa can only enter into international agreements which are proven to be consistent with its domestic laws	Process Owner: Office of the Chief State Law Adviser  Register of Legal Opinions	None	Responsive indicator	Cumulative	Quarterly	Revised	On target	Office of the Chief State Law Adviser



Sub-Programme: Continental Cooperation										
Indicator title	Short definition	Purpose	Source of data/ Evidence	Data limitations	Type of indicator	Calculation	Reporting Cycle	New Indicator	Desired performance	Indicator Responsibility
<b>Number of African Union (AU) structures and processes used to promote peace and stability, socio-economic development as well as good governance and democracy on the continent</b>	<p>South Africa participates in continental multilateral institutions, particularly the AU and its organs, to advance the African Agenda. The engagement is informed by South Africa's vision of an African continent which is prosperous, peaceful, democratic, non-racial, non-sexist and united, and which contributes to a world that is just and equitable</p> <p>Structures and processes include AU summits and associated meetings; sectoral AU ministerial meetings and associated meetings; meetings of the Permanent Representatives' Committee; the Executive Council Meeting (AU foreign ministers; the Special Session of the Labour and Social Affairs Commission, as well as the extra-ordinary meetings of the AU and its organs</p>	To utilise South Africa's membership of the AU to advance its national interest and values, particularly in relation to democracy and good governance, and the promotion of peace and security as necessary conditions for sustainable development, the African Renaissance and the creation of a better world for all	<p>Process Owner: AU: Economic / regional integrations</p> <p>Approved submissions, programmes of action, outcome reports, South African submissions into the AU processes, and communiqués, decisions and declarations issued by the AU and its various organs</p>	None	Activity indicator	Cumulative	Quarterly	Revised	<p>Target performance is desirable.</p> <p>However, higher performance might be reached due to the attendance of unscheduled AU extra-ordinary meetings and this will have budgetary implications</p>	AU: Economic/ Regional Integration
<b>Number of AU structures and processes on peace and security supported with substance and logistics to advance peace and security in Africa</b>	<p>South Africa participates in AU structures and processes charged with the promotion of peace and security on the continent which include the Peace and Security Council, (AU PCRDC Committee on Sudan) among others</p> <p>These forums are engaged with a view to strengthen the African Peace and Security Architecture (APSA) by supporting the operationalisation of the African Standby Force and the Continental Early Warning System</p>	Promotion of peace and security in Africa is central to the realisation of the African Agenda, which is the thrust of South Africa's foreign policy. It is within this context that South Africa supports the efforts towards strengthening the continental peace and security architecture (APSA) i.e. promote Post-Reconstruction and Development (PCRD) in Sudan; support the African Solidarity Initiative as a PCRDC process and was instrumental in getting support for the African Capacity for Immediate Response to Crises	<p>Process Owner: National Office for the Coordination of Peace Missions (NOCPM)</p> <p>Approved programmes of action, outcomes reports, South African submissions into the AU processes, and communiqués, decisions and declarations issued by the AU and its various organs</p>	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	NOCPM

<b>Number of Africa Commission on Human and People's Rights (ACHPR) sessions supported with substance and logistics</b>	Ensure South Africa's participation in the AU mechanisms for promotion and protection of human rights on the continent in an effort to entrench constitutional and democratic values and principles within member states	South African representatives to meetings of the ACHPR are supported in drafting national statements, coordination of periodic reports and right to reply interventions for presentation before the commission. These will include briefing documents for principals as and when required	Process Owner: AU: politics and governance  ACHPR reports, statements, interventions and periodic reports	None	Input indicator	Cumulative	Quarterly	New Indicator	Higher performance desirable	Politics Governance and Human rights
<b>Percentage of requests responded to for participation in election observer missions</b>	Entrenchment and consolidation of democracy on the continent through holding of free and fair elections, among others, and these being observed by observer missions either under the auspices of the AU or Southern African Development Community (SADC)	To support the transfer of political power through elections as an important variable for democracy. It is important that African citizens are afforded the right to choose political leadership and form governments of their choices and South Africa is supporting this by participating in observer missions	Process Owner: Stability, Peace and Security and Africa Bilateral  AU and SADC Electoral Calendar; invitations to observe elections as well as reports on observer missions	None	Output indicator	Non-cumulative	Quarterly	Revised	On target	Stability, Peace and Security and Africa Bilateral
<b>Number of Pan-African Parliament (PAP) sessions supported in compliance with the PAP Host Country Agreement</b>	The PAP Host Country Agreement enjoins South Africa to afford specified support to the organ to enable the latter to discharge its mandate	Afford the PAP resources to discharge its mandate in line with the Host Country Agreement, thereby contributing to the entrenchment of participatory democracy	Process Owner: Politics, Governance and Human Rights  Signed submissions, reports and statements of outcomes of sessions issued by the PAP as well as financial statements	None	Activity indicator	Cumulative	Quarterly	Revised	Target performance is desirable. Higher performance will have financial implications	Politics, Governance and Human Rights
<b>Number of African Peer Review Mechanism (APRM) summits, focal point meetings and processes supported with substance and logistics to enhance good governance on the continent</b>	The APRM, to which South Africa subscribes, is utilised as a tool to enhance democracy and good governance on the continent	Utilise APRM as a tool to enhance good governance in Africa. This voluntary mechanism affords member states the opportunity to assist each other to build capacity of national institutions charged with the promotion of democracy and could be utilised as an early warning mechanism	Process Owner: APRM  Statements and reports of outcomes of summits and meetings of the APRM	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	APRM



<p><b>Number of New Partnership for Africa's Development (NEPAD) summits, Steering Committee meetings and processes supported with substance and logistics to enhance socio-economic development on the continent</b></p>	<p>NEPAD serves as a guide for partnerships between African countries and countries outside the continent in pursuit of Africa's Development Agenda. Contains the Africa Action Plan 2010-2015, which enumerates key priority projects through which South Africa seeks to contribute towards sustainable development in Africa</p>	<p>To promote sustainable development on the continent by contributing towards the implementation of Africa's Development Agenda. The identification and prioritisation of projects in the Action Plan are sought to ensure implementation of projects in areas of urgent need and build momentum for implementation of other projects</p>	<p>Process Owner: NEPAD, Heads of State and Government Orientation Committee (HSGOC) and Steering Committee coordination</p> <p>Signed reports and statements of outcomes of summits and meetings of NEPAD</p>	<p>None</p>	<p>Activity indicator</p>	<p>Cumulative</p>	<p>Quarterly</p>	<p>Revised</p>	<p>Higher performance is desirable</p>	<p>NEPAD, HSGOC and Steering Committee Coordination</p>
<p><b>Number of SADC structures and processes supported with substance and logistics to promote peace and stability, socio-economic development and good governance and democracy and regional integration</b></p>	<p>Political and economic integration work is coordinated through the SADC Secretariat in Gaborone. The SADC Organ on Politics, Defence and Security Cooperation meets once annually at both regular Summit and Ministerial meetings. Sectoral interactions between SADC member states also regularly take place to formulate and implement various aspects of peace and security and regional integration</p> <p>Economic integration is carried out through the promotion of the SADC Free Trade Area and is also strengthened through the Southern African Customs Union (SACU)</p> <p>Economic integration takes place within the context of the East African Community (EAC)-the Common Market for Eastern and Southern Africa (COMESA)-SADC Tripartite Free Agreement negotiations at Council and Summit level which meet biannually</p>	<p>Reflects efforts and activities aimed at maintaining regional peace, security, stability and promotion of sustainable development</p>	<p>Process Owner: Stability, Peace and Security, Regional Economic Integration, SACU, Infrastructure and Regional and SADC Coordination and Sectoral Meetings and Regional Indicative Strategic Development Plan (RISDP)</p> <p>Signed outcomes reports/ submissions, programmes of action and communiqués, decisions and declarations issued by the SADC</p>	<p>None</p>	<p>Activity indicator</p>	<p>Cumulative</p>	<p>Quarterly</p>	<p>Revised</p>	<p>Higher performance is desirable</p>	<p>Stability, Peace and Security, Regional Economic Integration, SACU, Infrastructure and Regional and SADC Coordination and Sectoral Meetings and RISDP</p>

Sub-Programme: South-South Cooperation										
Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Number of high-level meetings of organisations of the South engaged in to contribute to and advance common positions of the South aligned to South Africa's foreign policy positions</b>	Participation in meetings and organisations of developing countries, commonly referred to as countries of the South, allows for the development of common positions that reflect the needs of the developing countries and aim to exert greater influence in pursuing these positions within multilateral fora	For the developing countries to have a common position and use the numbers of the countries and organisations to sway decisions in multilateral fora	Process Owner: NEPAD and Partnerships, Economic Development  Signed reports and submissions	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desired	NEPAD and Partnerships, Economic Development
<b>Number of Brazil, Russia, India, China and South Africa (BRICS) structures and processes engaged in to advance the development agenda in line with South Africa's foreign policy objectives</b>	BRICS members engage in active cooperation projects that are coordinated through stakeholder engagements with implementing departments and agencies	To reflect South Africa's membership of this important forum of countries of the South, to reflect how this contributes to a changed global agenda and to facilitate cooperation projects among BRICS member states	Process Owner: BRICS  Reports and submissions	None	Activity indicator	Non-cumulative	Quarterly	Revised	Higher performance is desired	BRICS



Sub-Programme: North-South Cooperation										
Indicator title	Short definition	Purpose	Source of data/ Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Number of engagements with formations of the North to contribute to and advance national priorities, the African Agenda and the Agenda of the South positions</b>	Strategic formations of the developed countries, usually referred to as countries of the North, are engaged to garner support for the African Agenda, including NEPAD projects and the Agenda of the South. These are countries usually considered to have influence in the global arena and also with resources that can be channelled to the developing world	To reflect the political and substance contribution of DIRCO that enables South Africa to build partnerships with formations of the North that advance and support the African Agenda, NEPAD projects and Agenda of the South	Process Owner: NEPAD and partnerships, European organisations and institutions, North America  Approved desk and Mission reports, agreed minutes, decisions and statements released after engagements and summits	None	Activity indicator	Non-cumulative	Quarterly	Revised	Higher performance is desirable	NEPAD and partnerships, European organisations and institutions, North America

Sub-programmes: Public Diplomacy and State Protocol										
Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Percentage of requests for public diplomacy services responded to</b>	Public Diplomacy services rendered to DIRCO comprise video and photography services as well as drafting speeches and communication strategies in response to requests received	To promote a better understanding of South Africa's foreign policy and communicate it through professional public diplomacy services	Process Owner: Video and Photographs, Strategic Communication and Media, Research, Analysis and Speech-writing  Photographs and video clips, draft speeches and draft strategy documents	None	Output indicator	Non-cumulative	Quarterly	Revised	On target	Video and Photographs, Strategic Communication, Media, Research, Analysis and Speechwriting
<b>Number of media briefings, public participation programmes (PPPs) and departmental events held</b>	DIRCO utilises different platforms to conduct its public diplomacy. These platforms include media briefings, PPP events and opinion pieces to inform opinions and communicate foreign policy positions	To promote a better understanding of South Africa's foreign policy	Process Owner: Media Liaison, Media, Research, Analysis and Speechwriting and Project Management  Media briefings, statements and speeches, invitations, programmes and signed exit reports on PPP events	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Media Liaison, Media, Research, Analysis and Speechwriting and Project Management
<b>Number of media statements and public opinion pieces issued</b>	DIRCO utilises media statements and public opinion pieces to inform opinion and communicate South Africa's foreign policy positions to domestic and international audiences	To promote a better understanding of South Africa's foreign policy	Process Owner: Media Liaison  Media statements issued and public opinion pieces published  Media statements and newspaper articles on public opinions	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Media Liaison
<b>Number of publications produced and distributed</b>	DIRCO produces internally published magazines, booklets and newsletters, to communicate the news and activities of the organisation to its employees as well as selected stakeholders	To promote a better understanding of South Africa's foreign policy	Process Owner: Publishing and New Media  Publications e.g. Strategic Plan, APP, Annual Report, <i>Ubuntu Magazine</i> , <i>Diplomat</i> , <i>Newsflash</i>	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Publishing and New Media
<b>Number of media reports distributed to missions and Head Office</b>	Public Diplomacy compiles daily media reports from the major international and local media outlets to keep Head Office and missions informed of national and international developments	To keep DIRCO staff at Head Office and at the missions informed of the latest developments	Process Owner: Operations Centre  Local, regional and international media reports compiled	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Operations Centre
<b>Percentage of incidents reported and responded to by the after-hours services from the Operational Centre</b>	The Operational Centre provides DIRCO with a 24-hour response service whereby Head Office, missions and the public can direct enquiries too	To respond to enquiries from Head Office, missions and the public	Process Owner: Operations Centre  Recorded enquiries / requests due to incidents responded to	None	Output indicator	Non-cumulative	Quarterly	Revised	On target	Operations Centre





Strategic Objective: Provide effective State Protocol										
Indicator title	Short definition	Purpose	Source of data / Evidence	Data limitations	Type of indicator	Calculation type	Reporting cycle	New indicator	Desired performance	Indicator responsibility
<b>Percentage of requests for Protocol Services responded to</b>	Protocol support is rendered to principals at all official state events	To provide protocol support to principals at official events	<p>Process Owner: State and Official visits, State Protocol Lounges (SPLs), International Conferences, Protocol Ceremonial, Intergovernmental and Provincial Protocol</p> <p>International Conferences: Signed exit reports</p> <p>SPLs: Approved and signed monthly or quarterly statistics by the Manager</p> <p>International visits: Signed quarterly schedule for confirmed international visits of principals facilitated as well as approved and signed exit reports and / or submissions</p> <p>Protocol Ceremonial: Approved and signed schedule of events, printed on a letterhead</p> <p>International visits for provincial and local governments: Approved and signed schedule of international visits for provincial and local governments on a letterhead signed by the Manager</p>	None	Output indicator	Non-cumulative	Quarterly	Revised	On target	State and Official Visits, State SPLs, International Conferences, Protocol Ceremonial, Intergovernmental and Provincial Protocol
<b>Percentage of requests for Diplomatic Immunities and Privileges, South African Diplomatic Passports and appointments of Heads of Mission responded to</b>	<p>The Diplomatic Immunities and Privileges Act stipulates that immunities and privileges must be provided to members of the diplomatic corps in South Africa. Immunities and privileges in this instance refers to:</p> <p>a) Diplomatic Accreditation (Diplomatic IDs and Permits, and Heads of Mission appointments)</p> <p>b) Diplomatic Privileges (Customs Clearance and applications to register vehicles, diplomatic passports)</p>	To apply and give effect to the Diplomatic Immunities and Privileges Act as it relates to the diplomatic corps in South Africa	<p>Process Owner: Diplomatic Immunities and Privileges</p> <p>Diplomatic immunities: Approved and signed registers for diplomatic IDs, passports and permits, custom clearances and applications for vehicle registration</p> <p>Heads of mission appointments: Presidential minutes and accreditation letters for foreign heads of missions</p>	None	Output indicator	Non-cumulative	Quarterly	Revised	On target	Diplomatic Immunities and Privileges