international relations
& cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

Technical Indicator Descriptions (TIDs) 2017/18 Annual Performance Plan (APP)

											Programme 1

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Percentage of approved invoices paid within 30 days	The department is required to comply with National Treasury (NT) regulations and the PFMA, 1999.	To measure the level of DIRCO's compliance with relevant legislation in terms of payment of suppliers.	**Process Owner:** Financial and Assets Management (Finance, Supply Chain Management) **Data is collected** through Quarterly Reports **Evidence:** Exception reports, emails and submissions to NT	The method of calculation is the percentage of invoices paid versus invoices received	None	Activity	Cumulative	Quarterly	No	On target	Financial and Assets Management
Maintenance of State-owned properties managed and monitored	Maintenance of the State-owned properties to be managed and monitored.	To manage and track the maintenance of State-owned properties.	**Process Owner:** International Property Management (IPM) **Data is collected** through Quarterly Reports **Evidence:** Asset management plans and reports	Simple count	None	Activity	Cumulative	Quarterly	New	On target	International Property Management (IPM)

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Project plan for the integration of departmental systems developed and implemented	To improve functionality and productivity. The department needs to develop and implement the project plan for the integration of the departmental systems.	To monitor the progress of the project plan for the integration of the departmental systems thereby improving productivity.	**Process Owner:** Corporate Management – ICT **Data is collected** through Quarterly Reports **Evidence:** Signed reports	Assess project plan	None	Output	Cumulative	Bi-annual	Revised	Higher performance is desirable	Corporate Management (ICT)
Number of training programmes implemented	Provision of training courses towards improving productivity and upskilling of officials.	To monitor implementation against the Workplace Skills Plan (WSP).	**Process Owner**: Diplomatic Training, Research and Development (DTRD) and Corporate Management (Generic Skills Development) **Data is collected** through Quarterly Reports **Evidence:** Attendance registers/ evaluation reports/ submissions	Simple count	None	Output	Cumulative	Quarterly	Revised	Higher performance is desirable	DTRD and Corporate Management

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of stakeholder engagements in support of Foreign Policy	Through stakeholder engagements enrich policy research and analysis.	Utilise consultations with relevant stakeholders to strengthen research and analysis and providing policy briefs to Principals when requested.	**Process Owner:** DTRD - Policy, Research and Analysis Unit (PRAU) **Data is collected** through Quarterly Reports **Evidence:** Submissions/ programmes/ attendance registers/ research papers	Simple count	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	DTRD: PRAU
Number of civilians trained for inclusion in the database	Train the civilians for inclusion on the civilian database in line with SADC requirements.	To track the number of civilians trained for inclusion in the database in line with the Outcome 11 sub-outcome.	**Process Owners:** DTRD **Data is collected** through Quarterly Reports **Evidence:** Database of civilians trained/certificates of trained officials	Simple count	None	Output	Non-cumulative	Annual	Revised	Higher performance is desirable	DTRD

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Percentage of requests responded to for legal and policy advice relating to domestic and international law	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 the context of the constitutional provisions and international law. South Africa can only enter into international agreements which are consistent with its domestic laws.	**Process Owner:** Office of the Chief State Law Adviser **Data is collected** through Quarterly Reports **Evidence:** Register of legal opinions	The method of calculation is to determine the percentage of requests responded to versus requests received	None	Output	Non-cumulative	Bi-annual	Revised	On target	Office of the Chief State Law Adviser
Number of programmes and projects undertaken to create an enabling environment for effective implementation of policies focussed on gender, youth and people with disabilities	Towards creating an enabling environment for the promotion of gender empowerment, youth development and for people with disabilities.	To track DIRCO activities on promoting gender empowerment, youth development and for people with disabilities.	**Process Owner:** Office of the COO **Data is collected** through Quarterly Reports **Evidence:** Reports/Attendance Registers	Simple count	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	Office of the COO

Programme 2

Sub-programmes: (a) Africa; (b) Asia and the Middle East; and (c) Americas and Europe

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of structured bilateral mechanisms and high-level engagements coordinated to promote National Priorities, the African Agenda and the Agenda of the South	Structured bilateral mechanisms is a terminology used to reflect regularised and formalised meetings that South Africa has with other countries and is governed by a signed agreement. These meetings usually take place in an agreed format and	Structured bilateral mechanisms and High-Level meetings remain the most important and valuable foreign policy instruments for DIRCO to advance South African positions, coordinate activities towards a particular country and	**Process Owner:** Various bilateral Desks and Missions **Evidence:** Any of the following: - Signed minutes of stakeholder meetings (inter-departmental meetings), -Briefing documents,	Simple count	The frequency of these meetings is dependent on the availability of the political Principals of both States and fall outside of the control of the department	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desired	All bilateral branches

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	Time-frame pursuant to bilateral Communiqués, Agreements and/or other High-Level decisions. The term High-Level Meeting, for the purposes of our report, denotes meetings at the level of: - President - Deputy President - Minister - Deputy Minister - Director-General - DDG The content of these meetings could be the same and may coincide with State and Official Visits. This does not include other Ministries except those of Foreign Affairs.	promote South Africa's key priorities (Nine-Point Plan, National Priorities and National Growth Path (NGP)) as reflected in national policy documents. South Africa also utilises these engagements to discuss regional and global issues	- Outcomes documents i.e. approved submissions, - Joint Communiqués, - Joint Declarations, Statements released after the bilateral engagements - Media statements.								

Number of Economic Diplomacy initiatives undertaken to contribute to economic growth	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 APP as well as the Market-Analysis done by the Mission. Initiatives undertaken to increase value-added exports; attract Foreign Direct Investment (FDI) to priority sectors (New Growth Path (NGP) and Industrial Policy Action Plan (IPAP); National Development Plan (NDP) and Operation Phakisa; and the removal of non-tariff barriers as well as the promotion of Tourism and South Africa's image abroad.	Initiatives 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									

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	also participate in similar activities. Economic activities in this context consist of the following:										

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	Trade and Investment Seminar Initiatives: Ideally, arranged by the Mission, however, participation at identified Trade and Investment Seminars, International Trade days and Expos/ Exhibitions identified to explore opportunities and promote the country's priorities. Measurable efforts on the Mission's side to promote inward and outward investment and trade. It is important and may include any platform where presentations are made on the ease of doing business in South Africa.	To promote South African products and all services to contribute towards the achievement of South Africa's National Priorities. Platforms are also utilised to explain the ease of doing business in South Africa.	**Process Owner:** Various bilateral Desks and Missions **Evidence:** Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager.	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	All bilateral branches and Missions

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	Engagements with Chambers of Commerce: To arrange meetings with reputable business organisations and sector specific Chambers of Commerce in the host country to lobby and promote interest w.r.t investment and trade opportunities in South Africa and to create a positive atmosphere around doing business in South Africa. This may also provide the platform to engage on requirements for doing business with a specific country.	To promote business and interest to contribute towards the achievement of South Africa's National Priorities.	**Process Owner:** Various bilateral Desks and Missions **Evidence:** Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager.	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	All bilateral branches and Missions

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	Bilateral meetings with targeted Government Ministries: Targeted Government Ministries (including State-owned Enterprises) engagements used to identify areas of possible cooperation opportunities in the areas of the five Government Priorities and the Nine Point Plan and follow-ups with Memoranda of Understanding (MoUs).	To provide an opportunity for possible cooperation and in support of any MoUs to contribute towards the achievement of South Africa's National Priorities.	**Process Owner:** Various bilateral Desks and Missions **Evidence:** Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager.	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable.	All bilateral branches and Missions

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	Meetings with High-Level Potential Investors: To request meetings to source investment for South Africa and to consider a possible market for South African products. This may include State-owned Investment Agencies of host country.	To seek investment in order to increase trade balance to contribute towards the achievement of South Africa's National Priorities.	**Process Owner:** Various bilateral Desks and Missions **Evidence:** Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager.	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	All bilateral branches and Missions

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	Tourism promotion events: To arrange meetings and participate in tourism events 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. It is also part of the Mission activities to promote South Africa at events such as National Days.	To promote South Africa as a favourable tourism destination as well as increase tourist arrival at home to contribute towards the achievement of South Africa's National Priorities.	**Process Owner:** Various bilateral Desks and Missions **Evidence:** Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager.	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	All bilateral branches and Missions

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of Southern African Development Community (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	Political and economic integration work is coordinated through the SADC Secretariat in Gaborone. The SADC Organ on Politics, Defence and Security Cooperation meets annually at both regular Summit and Ministerial meetings. Sectoral interactions between SADC member-states also take place regularly to formulate and implement various aspects of peace and security and regional integration.	Reflects efforts and activities aimed at maintaining regional peace, security, stability and promotion of sustainable development.	**Process Owner:** Stability, Peace and Security, Regional Economic Integration, SACU, Infrastructure and Regional and SADC coordination sectoral meetings and the Regional Indicative StrategicDevelopment Plan (RISDP) **Evidence:** Signed outcomes reports/ submissions, Programmes of Action and Communiqués, decisions and Declarations issued by the SADC	Simple count	The meetings are dependent on the SADC secretariat to arrange them.	Activity indicator	Cumulative	Quarterly	No	Higher performance is desirable	All bilateral branches and Missions

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	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). Economic integration takes place within the context of the East African Community (EAC) the Common Market for Eastern and Southern Africa (COMESA) SADC Free Tripartite negotiations at council and summit level, which meet biannually										

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of elections observer missions in which South Africa participates as part of SADC and observers	South Africa as a member of SADC has to participate and observe at the election observer missions in order to promote good governance and democracy.	To track how many elections observer missions in which South Africa participates as part of SADC observers.	**Process Owner:** SADC **Evidence:** Approved submissions	Simple count	The election observer missions are managed by SADC. Invitations/ Requests come from the SADC secretariat	Activity indicator	Cumulative	Annual	Revised	Higher performance is desirable	All bilateral branches and Missions

Programme 3

Sub-programme 3.1: System of Global Governance

Sub-programme 3.1: Global Governance

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of multilateral structures and processes engaged in to strengthen outcomes to meet the needs of South Africa, Africa and developing countries	South Africa's multilateral engagements are premised on the need to advance the priorities reflected in the National Development Plan (NDP) as well as the Development Agenda of developing countries.	For South Africa to promote its national interests in the multilateral system, it must actively participate in and influence negotiations on the outcomes of multilateral processes and meetings. The rationale for South	**Process Owner:** United Nations (UN), Economic and Social Development, Human Rights and Humanitarian Affairs **Evidence:** Reports, submissions, outcomes, decisions and statements delivered	Simple count	South Africa is not in control of the outcomes of multilateral meetings and structures. Whether or not South Africa's national interests are reflected in these outcomes depends on negotiated agreements and consensus reached	Activity	Cumulative	Quarterly	No	Higher performance is desirable	UN, Economic and Social Development, Human Rights and Humanitarian Affairs

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	A key aspect of this would be through the reform of the existing global governance architecture and international institutions with a view to improve their responsiveness to the needs of, and challenges faced by, developing states. In order to influence the global processes, South Africa must be represented at multilateral fora to engage, influence, negotiate and to articulate its positions and ultimately to have these positions reflected in the outcomes of multilateral meetings and processes.	Africa's involvement in the engagement of multilateral processes and meetings is therefore to advocate for a reformed rules based global system, which is equitable as well as responsive to its needs in particular, and the needs of the developing countries in general. The NDP stipulates that DIRCO must retain an influential space for South Africa in key multilateral institutions.									

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of multistate meetings and processes, influential in the System of Global Governance, engaged in to advance South Africa's foreign policy objectives	South Africa considers the following to be multi-state processes as their membership is restricted to a limited number of states and there is no clear alignment to either the South or the North, which are the G20, Commonwealth and World Economic Forum (WEF).	South Africa participates in these multi-state processes to promote its national interests by influencing and negotiating the outcomes of these meetings and processes.	**Process Owner:** Economic and Social Development

Evidence: Reports, submissions, outcomes, decisions and statements delivered | Simple count | South Africa is not in control of the outcomes of multi-state meetings and structures. Whether or not South Africa's national interests are reflected in these outcomes depends on negotiated agreements and consensus reached | Activity Indicator | Cumulative | Quarterly | No | Higher performance is desirable | Economic and Social Affairs |

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of positions on identified influential multilateral bodies where South Africa is represented	South Africa has to identify and take up positions at influential multilateral bodies where we are represented. Most of these positions are available on rotational basis and, once available, South Africa needs to field a suitable candidate and lobby for support in order to get the candidate elected.	South Africa is represented at identified multilateral bodies to promote its national interests and to influence resolutions, decisions and outcomes.	**Process Owner** Global Governance and Continental Agenda **Evidence:** Reports, submissions	Simple count	None	Activity Indicator	Cumulative	Biannual	New indicator	Higher performance is desirable	Global Governance and Continental Agenda

Sub-programme 3:System of Global Governance

Sub-programme 3.2: Continental Cooperation

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
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	South Africa participates in 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	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.	**Process Owner:** AU: Economic/ regional integrations **Evidence:** Approved submissions, Programmes of Action, outcomes reports	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Target performance is desirable. However, higher performance might be reached due to the attendance of	AU: Economic/ regional integrations

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	which is prosperous, peaceful, democratic, non-racial, non-sexist and united, and which contributes to a world that is just and equitable. Structures and processes are 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		African submissions into the AU processes, and Communiqués, decisions and declarations issued by the AU and its various organs							unscheduled AU extra-ordinary meetings which will have budgetary implications	

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of AU structures and processes on peace and security supported to advance peace and security in Africa	South Africa participates in AU structures and processes charged with the promotion of peace and security on the continent, which include the AU Peace and Security Council (AU Post-Reconstruction and Development [PCRD] Committee on Sudan), among others. 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 (ASF) and the Continental Early Warning System.	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 APSA i.e. promote PCRD in Sudan; support the African Solidarity Initiative as a PCRD process; and was instrumental in getting support for the African Capacity for Immediate Response to Crises.	**Process Owner:** National Office for the Coordination of Peace Missions **(**NOCPM) **Evidence:** 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	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Higher performance is desirable	NOCPM

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of Pan-African Parliament (PAP) sessions supported in compliance with the PAP Host Country Agreement	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 **Evidence:** Signed submissions, reports and statements of outcomes of sessions issued by the PAP	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Target performance is desirable. Higher performance will have financial implications	Politics, Governance and Human Rights
Number of African Commission on Human and People's Rights (ACHPR) sessions and processes supported with substance and logistics	Ensure South Africa's participation in the AU mechanisms for the 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 include briefing documents for principals as and when required.	**Process owner:** AU: Politics and Governance **Evidence:** ACHPR reports, statements, interventions and periodic reports	Simple count	None	Input indicator	Cumulative	Quarterly	No	Higher performance is desirable	Politics Governance and Human Rights

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of NEPAD Summits and processes supported with substance and logistics to enhance socio-economic development on the continent	NEPAD serves as a guide for partnerships between African countries and countries outside the continent in pursuit of Africa's development Agenda. Contains the African Action Plan 2010 - 2015, which enumerates key priority projects through which South Africa seeks to contribute towards sustainable development in Africa.	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 is sought to ensure implementation of projects in areas of urgent need and build momentum for implementation of other projects.	**Process owner:** NEPAD, Heads of States and Government Orientation Committee (HSGOC) and Steering Committee coordination **Evidence:** Signed reports and statements of outcomes of summits and meetings	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Higher performance is desirable	NEPAD

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Establish and maintain a database of trained civilians	South Africa as member of SADC should have a database of trained civilians that can be deployed.	To establish and maintain a database of trained civilians. The AU Constitutive Act requires the Regional Economic Regions to have standby forces. As part of the SADC region, there is a process to have suitably qualified civilians included in the database that can be deployed.	**Process owner:** AU: NOCPM **Evidence:** Submissions, report	Simple count	None	Activity indicator	Cumulative	Quarterly	New indicator	Higher performance is desirable	NOCPM

Sub-programme 3.3: South-South Cooperation

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
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	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 forums.	For the developing countries to have a common position and use the numbers of the countries and organisations to sway decisions in multilateral forums.	**Process Owner:** Indian Ocean Rim Association (IORA), India Brazil, South Africa (IBSA) **Evidence:** Signed reports and submissions, Media reports/statements Joint communique Agreed minutes, Decisions and statements released	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Higher performance is desired	IORA, IBSA

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculation	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
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.	The BRICS formation has various structures at various levels which assists and guides the working of the formation. South Africa participates at various levels to advance South Africa's priorities.	To reflect South Africa's membership of this important forum of countries of the South and to reflect how this contributes to a changed global agenda and to facilitate cooperation projects among Brazil, Russia, India, China and South Africa (BRICS) member states.	**Process Owner:** BRICS **Evidence:** Reports and submissions Media reports/statements Joint communique Agreed minutes, Decisions and statements released	Simple count	None	Activity indicator	Non-cumulative	Quarterly	No	Higher performance is desired	BRICS
Number of national BRICS structures utilised to implement agreed BRICS outcomes	National BRICS structures are utilised to implement the agreed BRICS outcomes. The BRICS structures include the African Regional Centre Local Steering Committee (ARC LSC), the Inter-Ministerial Committee (IMC) and the Inter-Departmental Technical Senior Officials' Team (IDTSOT)	BRICS structures are utilised in order to assist in the implementation of the agreed BRICS outcomes. The BRICS structures include the ARC LSC, IDTSOT and the IMC.	**Process Owner:** BRICS **Evidence:** Reports, Submissions, minutes of meetings	Simple count	None	Activity indicator	Non-cumulative	Quarterly	New	Higher performance is desired	BRICS

Sub-programme 3.4: North-South Cooperation

Indicator Title	Short Definition	Purpose/ Importance	Source /Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of High-Level engagements with strategic formations of the North to contribute to and advance National Priorities, the African Agenda and the Agenda of the South positions	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 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 the Agenda of the South.	**Process Owner**: AU **Evidence:** Approved Desk and Mission reports, agreed minutes, decisions and statements released after engagements and summits	Simple count	None	Activity indicator	Non-cumulative	Annual	No	Higher performance is desirable	AU

Programme 4

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Percentage of requests for Public Diplomacy services responded to	Public Diplomacy promotes a positive projection of South Africa's image, communicates Foreign Policy positions to both domestic and foreign audiences and markets and brands South Africa by utilising public diplomacy platforms, strategies, products and services.	Public Diplomacy services are rendered in support of our political Principals in the execution of South Africa's Foreign Policy. For this purpose, the Public Diplomacy services will be limited to: - Photography; - Speeches; and - Communication strategies.	**Process Owner:** Photographs, Strategic Communication, Media and Research, Analysis and Speechwriting **Evidence:** - Photographs; - Draft speeches; - Draft strategy documents	All requests accepted will be counted. The method of calculation is the denominator (requests received) and numerator (requests responded to). Total number of requests received versus requests responded to.	Not all requests are in writing, some are verbal requests (telephonic).	Output indicator	Cumulative	Quarterly	N/A	On target	Photographs, Strategic Communication, Media Research, Analysis and Speechwriting

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of media briefings and public participation programmes held	Different platforms are utilised by the Principals to engage on domestic and international developments such as media briefings and Public Participation Programmes (PPPs). A media briefing is a means of conveying information to an audience which is then open to questions/ engagement from the audience. A PPP is an outreach where domestic audiences are engaged on Foreign Policy.	To promote a better understanding of South Africa's Foreign Policy through people to people interaction in the execution of the public diplomacy strategy of the department to the domestic audience.	**Process Owner:** Media Liaison, Media and Research, Analysis and Speechwriting and Public Participation **Evidence:** - Media briefings statements; - Speeches; - Invitations; and - Programmes on PPP events.	Each media briefing and PPP are counted	None	Output indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	Media Liaison, Media Research, Analysis and Speechwriting and Public Participation

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of media statements and public opinion pieces issued	DIRCO utilises media statements and public opinion pieces to inform opinion and communicate South Africa's Foreign Policy positions to domestic and international audiences. A media statement is a written communication directed at members of the news media for the purpose of announcing something newsworthy, or keeping media informed of developments in the international arena A public opinion piece is a written expression of thoughts on a particular political issue.	To promote a better understanding of South Africa's Foreign Policy through written interaction.	**Process Owner**: Media Liaison **Evidence:** - Media Statements issued; and - Public Opinion pieces published.	Simple count	None	Output indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	Media Liaison

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Number of publications produced and distributed	DIRCO has its own publications which it compiles and publishes to communicate the news and activities of the department to its employees as well as selected stakeholders. Some are statutory publications such as the Annual Performance Plan, Strategic Plan, and the Annual Performance Report.	To promote a better understanding of South Africa's Foreign Policy both internally and externally.	**Process Owner:** Publishing and New Media **Evidence:** Publications e.g. Strategic Plan, APP, Annual Report, Ubuntu Magazine, The Diplomat, Newsflash.	Simple count	None	Output indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	Publishing and New Media

Sub-programme 4.2: State Protocol and Consular Services

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Percentage of requests for protocol services responded to as per the Service Delivery Charter	Protocol support are rendered to Principals at all Official State events in terms of:	To provide protocol support to Principals at official events and to track the provision of protocol services in line with international diplomatic practice ensuring standardisation.	**Process Owner**: State and Official Visits, State Protocol Lounges (SPL), International Conferences, Intergovernmental and Provincial Protocol	The method of calculation is the denominator (requests received) and numerator (requests responded to) Total number of requests received versus requests responded to.		Output indicator	Non-Cumulative	Quarterly	No	On target	State and Official Visits, State Protocol Lounges, International Conferences, Intergovernmental and Provincial Protocol

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	- Coordination of international conferences		**Evidence:** **International Conferences**: Signed quarterly schedule with exit reports included as well as proof of email request		**International Conferences:** - The report will only include events hosted by DIRCO regardless of the venue in the Republic of South Africa. - Achievements will be reported on the quarter in which facilitation concluded, even though request was made in the previous quarter.						International Conferences

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	- Utilisation of State Protocol Lounges.		**SPL:** Approved and signed monthly or quarterly statistics by the Manager		**SPL:** - Not all requests are in writing. - Walk-ins will be recorded on the daily register/listing and the person accompanying the Principal/Minister will be requested to sign - Shift manager will be requested to sign in instances where the VIP and delegation cannot sign						State Protocol Lounges

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
					- Facilitation will be per service rendered not per person. - SPL is guided by the following approved documents: SPL Policy, the SPL Guidelines and Procedures and its Service delivery Charter.						

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
					- For Principals travelling alone, the supervisor in charge will sign on the acknowledgement part of the form. As well in instances where the Principal's entourage is unable to sign						

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	- Incoming and outgoing international visits for Principals (State and Official visits)		**State and Official Visits:** Signed quarterly schedule for confirmed International visits of Principals facilitated as well as approved and signed exit reports and/or submissions		**State and Official Visits:** - Not all requests will be in writing, verbal requests will be noted as such. - Facilitates Working, Official, State, Special visits. - Exclusions are courtesy visits, Special Envoy, private visits.						State and Official Visits

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	- Incoming and outgoing international visits for Provincial and Local Governments.		**International Visits for Provincial and Local Governments** -Contact form from stakeholders -Response letter from DIRCO official to Mission and/ or email to Mission		**Intergovernmental and Provincial Protocol:** - Requests will only be reported in the quarter of finalisation even though they were received in previous quarter. - Not all requests will come through emails, other requests are through walk-ins.						Intergovernmental and Provincial Protocol

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
					- Intergovernme ntal and Provincial Protocol is guided by its own Service Delivery Charter						
Percentage of requests for diplomatic services responded to according to the Service Delivery Charter	State Protocol implements the agreed rules of the Vienna Convention on how to conduct diplomacy. The Diplomatic Immunities and	To apply and give effect to the Diplomatic Immunities and Privileges Act as it relates to the Diplomatic Corps in South Africa	**Process Owner:** Diplomatic Immunities and Privileges **Evidence:**	- The method of calculation is the denominator (requests received) and numerator	**Diplomatic Immunities and privileges:** **Diplomatic IDs:** - Application forms may have more						Diplomatic Immunities and Privileges

	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: - South African diplomatic passports and visas for South African diplomatic and official passports - Diplomatic Accreditation (Diplomatic IDs)		**Diplomatic Immunities and privileges:** - Approved and signed listings for Diplomatic IDs, Visas and passports	(requests responded to). - Total number of requests received versus requests responded to.	than one applicant differentiated by specific ID numbers. **Diplomatic Passports and Visas:** - There are exceptions where one applicant applies for more than one passport. - Passports applied for will only be reported on the quarter in which they are received, even though request may have been made in the previous quarter. - Draft Policy guides who qualifies for a Diplomatic passport - **DIAP** is guided the its own Service Delivery Charter					

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
	- Foreign and South African Diplomatic HOM and Consul-Generals appointments - Head of International Organisation appointment		**Evidence: Diplomatic Immunities and privileges:** - Presidential Minutes; - Nomination letter; - Note Verbale		**HOM Diplomatic and Consul-Generals Appointments:** - Only presented when the Presidential Minute signed. - Count per country of accreditation not per person. - Count per Head of the International and Regional Organisations - Exclude Honorary Consuls.						Diplomatic Immunities and Privileges

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Percentage of requests for consular assistance responded to as per the Service Delivery Charter	To render consular services and to protect the interests of all South Africans abroad as contemplated in the Vienna Convention on Consular Relations, 1963.	To monitor assistance provided by DIRCO to South Africa citizens abroad as per the Vienna Convention governing consular relations.	**Process Owner**: Consular Services **Evidence:** Consular statistics signed by Manager	The method of calculation is the denominator (requests received) and numerator (requests responded to). Total number of requests received versus requests responded to.	- Consular Services will report only the new cases received (initialisation of the process) and not the completion. - Responded to in this context means attended to or has been of service to the client in regard to the particular/ specific request and it does not mean the matter has been finalised/concluded.						Consular Services

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
					- Guided by the Consular Service Delivery Charter and Consular Handbook **Consular will only report on the following:** - Citizens in distress - Detainees/ prisoners new cases - Mortal remains - Whereabouts - Extraditions - Services of civil process						

Indicator Title	Short Definition	Purpose/ Importance	Source/Collection of Data/Evidence	Method of Calculations	Data Limitations	Type of Indicator	Calculation Type	Reporting Cycle	New Indicator	Desired Performance	Indicator Responsibility
Percentage of documents legalised as per the Service Delivery Charter	Documents for use abroad are legalised and authenticated by the department.	To track the number of documents legalised.	**Process Owner:** Consular Services **Evidence:** Legalisation statistics signed by Manager	The method of calculation is the denominator (requests received) and numerator (requests responded to). Total number of requests received versus requests responded to.	Legalisation is guided by Chapter 20 of the Consular Handbook.						Consular Services