



## international relations & cooperation

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## TECHNICAL INDICATOR DESCRIPTORS FOR THE ANNUAL PERFORMANCE PLAN

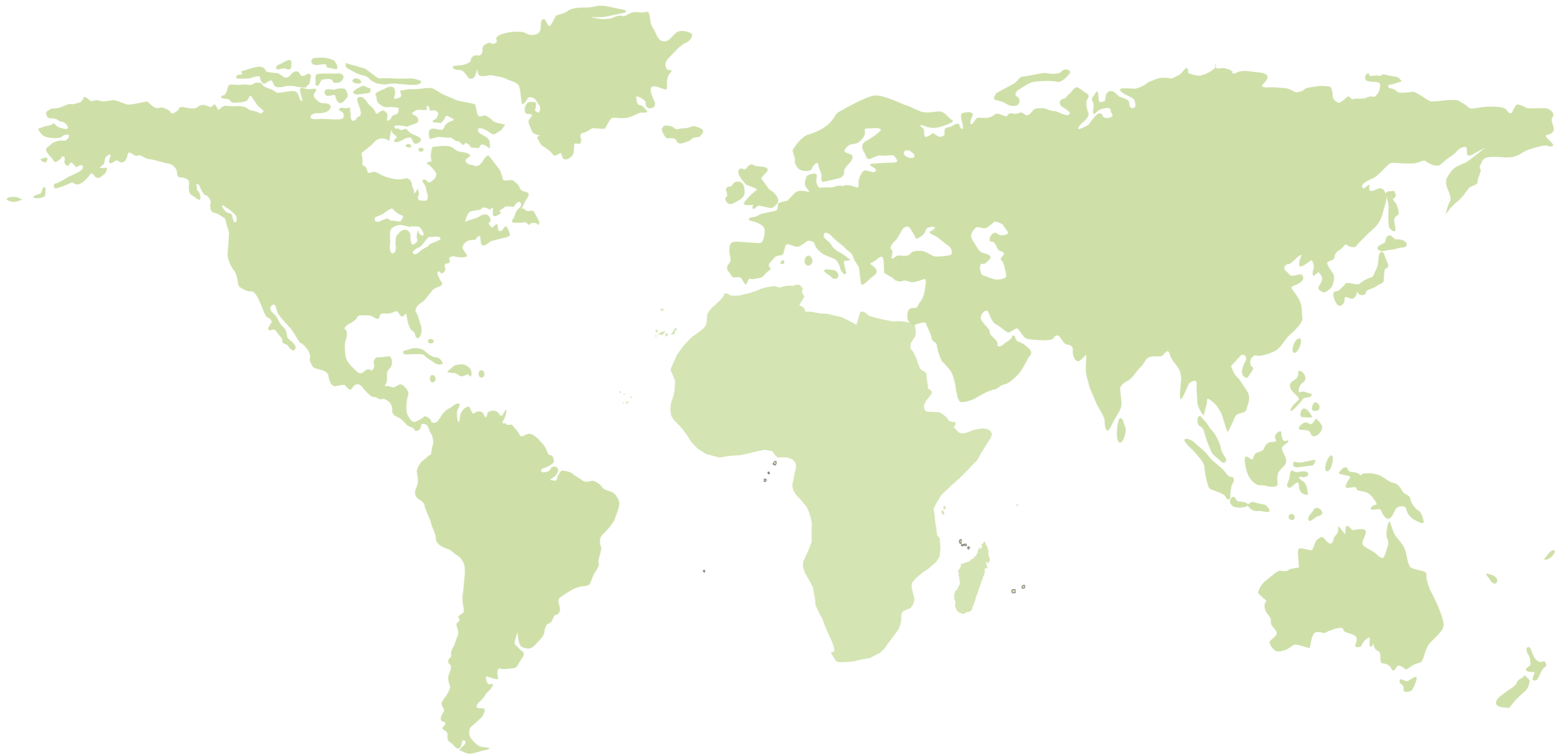
# 2016 – 2017

Department of International Relations and Cooperation (DIRCO)

**PART**

**A**

**TECHNICAL INDICATOR DESCRIPTORS FOR THE  
ANNUAL PERFORMANCE PLAN 2016 – 2017**



Technical Indicator Descriptions											
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
<b>Compliance with the Public Finance Management Act (PFMA), 1999, Treasury Regulations and other relevant legislative prescripts</b>	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 the following: budgetary processes, acquisitions, payment of suppliers and asset management	<b>Process Owner:</b> Financial and Assets Management (Finance, Supply Chain Management (SCM) and International Property Management [IPM])  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Proof of submission to NT and Auditor-General (AG), Demand Management Plan, exception reports, asset management plans and reports	N/A	Lack of acknowledgments from NT and AG on documents submitted	Activity	Cumulative	Quarterly	N/A	On target	Financial and Assets Management
<b>Turnaround time for filling of vacant posts after advertisement</b>	Vacancies filled within the prescribed time in order to have appropriate, adequate and sufficient skills	To report and monitor the turnaround time to fill vacancies. To track the placement of sufficiently skilled officials	<b>Process Owner:</b> Corporate Management - Recruitment and Selection  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Signed Register of Filled Vacancies/ Submissions	Count	None	Output	Non-cumulative	Bi-annual	N/A	Shorter turnaround time is desirable	Corporate Management
<b>Percentage of signed Senior Management Service(SMS) performance agreements</b>	SMS members (Level 13) are required to comply with SMS Handbook and Department of Public Service and Administration (DPSA) requirements in terms of submitting signed performance agreements	To monitor the compliance with DPSA requirements and to raise the accountability of SMS compliance with DPSA requirements	<b>Process Owner:</b> Corporate Management - Performance Development and Management System (PMDS)  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Signed Register of Performance Agreements	Count	None	Output	Non-cumulative	Annual	N/A	On target	Corporate Management
<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 reflect the department's commitment to create conducive work environment	<b>Process Owner:</b> Corporate Management - Labour Relations  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Signed registers on grievances	Count	None	Output	Non-cumulative	Quarterly	N/A	On target	Corporate Management

<b>Percentage of disciplinary cases finalised within 90 days from date of being initiated</b>	Disciplinary cases finalised within the prescribed timeframe as per DPSA guidelines to contribute to a conducive work environment	To monitor how many disciplinary cases are resolved within 90 working days to entrench a culture of swift action against misconduct	<b>Process Owner:</b> Corporate Management - Labour Relations  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Signed registers on disciplinary cases	Count	None	Output	Non-cumulative	Bi-annual	N/A	On target	Corporate Management
<b>Percentage of Head Office requests for vetting fieldwork investigations completed</b>	Vetting must be completed for officials to get clearance to enable them to be eligible for posting	To track how many fieldwork investigations for vetting are completed at Head Office and assist with managing any backlogs as this may negatively impact officials eligible for posting	<b>Process Owner:</b> Corporate Management - Vetting Section  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Register of signed vetting fieldwork investigations completed	Count	None	Output	Non-cumulative	Bi-annual	New Indicator	On target	Corporate Management
<b>Departmental systems fully integrated</b>	To improve functionality and productivity. The department needs to integrate information and communications technology (ICT) systems (Human Resources [HR], Financial and SCM) and bring together various stand-alone systems to function together as one	To monitor the progress towards the completion of an integrated system, thereby improving productivity	<b>Process Owner:</b> Corporate Management - ICT  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Signed reports	Count	None	Output	Cumulative	Bi-annual	Revised	Higher performance is desirable	Corporate Management
<b>Number of training programmes implemented</b>	Provision of training courses towards improving productivity and upskilling of officials	To monitor implementation against the Workplace Skills Plan (WSP)	<b>Process Owner:</b> Diplomatic Training, Research and Development (DTRD) and Corporate Management (Generic Skills Development)  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Attendance registers / evaluation reports / submissions	Count	None	Output	Cumulative	Quarterly	Revised	Higher performance is desirable	DTRD and Corporate Management
<b>Number of capacity-building programmes on mediation support and Post-Reconstruction and Development (PCRD)</b>	The department's commitment towards capacity-building and mediation support programmes for both DIRCO officials and foreign diplomats	To reflect the utilisation of training as foreign policy tool and demonstrate the department's commitment to peace and security on the continent	<b>Process Owner:</b> DTRD  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Attendance registers / submissions / reports	Count	None	Output	Cumulative	Bi-annual	Revised	Higher performance is desirable	DTRD

<b>Percentage of identified training courses for South African officials in partnership with international training institutes responded to</b>	Responding to international training offers	To track how through our diplomatic efforts, the department contributes to one of the national priorities of education	<b>Process Owner:</b> DTRD <b>Data is collected</b> through quarterly reports <b>Evidence:</b> Signed database / register on courses responded to	Count	None	Output	Non- cumulative	Quarterly	Revised	On target	DTRD
<b>Percentage requests for Protocol Training responded to</b>	Training programmes according to international protocol standards	To track the number of programmes offered to DIRCO and non- DIRCO officials including the three spheres of government. To ensure international engagements are conducted according to international Protocols.	<b>Process Owner:</b> DTRD <b>Data is collected</b> through quarterly reports <b>Evidence:</b> Attendance Registers	Count	None	Output	Non- cumulative	Quarterly	Revised	On target	DTRD
<b>Percentage of interpreting and translation requests responded to</b>	Providing translation and interpreting services	To track assistance offered by DIRCO on interpreting and translation requests. To ensure ease of communication with international partners	<b>Process Owner:</b> DTRD <b>Data is collected</b> through quarterly reports <b>Evidence:</b> Signed registers on interpreting and translation	Count	None	Output	Non- cumulative	Quarterly	Revised	On target	DTRD
<b>Number of knowledge management publications to capture institutional memory</b>	Produce publications to retain institutional knowledge	To track the department's commitment to be a learning organisation	<b>Process Owner:</b> DTRD Publications / booklets	Count	None	Output	Cumulative	Triennial	Revised	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	Utilise consultations with relevant stakeholders to strengthen research and analysis	<b>Process Owner:</b> DTRD - Policy, Research and Analysis Unit (PRAU) <b>Data is collected</b> through quarterly reports <b>Evidence:</b> Submissions / programmes / attendance registers / research papers	Count	None	Activity	Cumulative	Quarterly	N/A	On target	DTRD: PRAU
<b>Database of trained civilians component</b>	Database for trained civilians developed	To track the establishment of trained civilian database in line with the Outcome 11 sub-outcome	<b>Process Owners:</b> DTRD <b>Data is collected</b> through quarterly reports <b>Evidence:</b> Database of civilians trained / certificates of trained officials	N/A	None	Output	Non-cumulative	Annual	New indicator	Higher performance is desirable	DTRD

<b>Percentage of requests responded to for legal and policy advice relating to domestic and international law</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	<b>Process Owner:</b> Office of the Chief State Law Adviser  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Register of legal opinions	Count	None	Output	Non-cumulative	Quarterly	Revised	On target	Office of the Chief State Law Adviser
<b>Compliance with legislative requirements on diversity and service delivery</b>	The department is required to comply with DPSA requirements	To measure the level of DIRCO compliance with the relevant legislation with regard to: Job Access, Gender Equality Strategic Framework, Employment Equity and Service Delivery Improvement Programme	<b>Process Owner:</b> Office of the Chief Operations Officer (COO)  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Proof of submission and approved documents	N/A	Lack of acknowledgement from DPSA on documents submitted	Activity	Cumulative	Triennial	New indicator	On target	Office of the COO
<b>Number of programmes and projects to create an enabling environment for effective implementation of policies focussed on gender, youth and people with disabilities</b>	Towards an enabling environment for the promotion of gender empowerment and youth development, including people with disability	To track DIRCO activities on promoting gender empowerment and youth development, including for people with disability	<b>Process Owner:</b> Office of the COO  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Reports / Attendance Register	Count	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	Office of the COO
<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 and other relevant security standards and create a security awareness in the secure sensitive environment DIRCO operates in	<b>Process Owner:</b> Office of the COO  <b>Data is collected</b> through quarterly reports  <b>Evidence:</b> Official memos to management, reports and attendance registers for awareness sessions	N/A	None	Activity	Cumulative	Quarterly	N/A	On target	Office of the COO

Sub-programmes: Africa, Asia and the Middle East; Americas and the Caribbean; 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
<b>Number of structured bilateral mechanisms and high-level engagements coordinated to promote national priorities, the African Agenda and the 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 and is governed by a signed agreement. These meetings usually take place in an agreed format and timeframe pursuant to bilateral communiqués, agreements and / or other high-level decisions</p> <p>The term High-Level Meeting for the purposes of our report denotes meetings of Deputy Foreign Minister, Foreign 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 of the most important and valuable foreign policy instruments for DIRCO to advance South African positions, coordinate activities towards a particular country and 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 utilise these engagements to discuss regional and global issues</p>	<p><b>Process Owner:</b> Various bilateral desks and missions</p> <p><b>Evidence:</b> Approved and signed minutes of stakeholder meetings (interdepartmental meetings), briefing documents, outcomes documents i.e. approved submissions, joint communiqués, joint declarations, memoranda of understanding (MoUs) / agreements and statements released after the bilateral engagements through quarterly performance reports</p>	Count	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 in areas of bilateral cooperation	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desired. However, the frequency of meetings is dependent on the availability of the political principals of both states and fall outside of the control of the department	All bilateral branches
<b>Number of economic diplomacy initiatives undertaken to increase economic growth</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 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 (NGP and Industrial Policy Action Plan [IPAP]); New Development Plan [NDP] and Operation Phakisa); promote tourism and South Africa's image abroad; and promote the removal of non-tariff barriers</p>	<p>The indicator reflects and measures the number of economic diplomacy activities undertaken, particularly at Mission-level, to increase trade and investment and to promote tourism to contribute towards the achievement of the South African national priorities</p>	<p><b>Process Owner:</b> Various bilateral desks and missions</p> <p><b>Evidence:</b> Approved and signed reports supported by attachments such as speeches delivered, photos and exhibitors lists) by Head of Mission (HoM)(or sent from HOM e-mail or delegated official) for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager</p>	Count	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable. Dependent on cooperation of partners, the Department of Trade and Industry in particular	All bilateral branches and missions



	<p>Initiatives are undertaken with the purpose of engaging identified roleplayers / stakeholders 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 HO can also participate in similar activities. Economic activities in this context consist of the following: <b>Trade and investment seminar initiatives:</b> 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</p> <p><b>Engagement with chambers of commerce:</b> To arrange meetings with reputable business organisations and sector-specific chambers of commerce 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>							
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	<p><b>Bilateral meetings with targeted government ministries:</b> 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 MOUs</p> <p><b>Meetings with potential investor sectors:</b> To request meetings with the sole purpose to source investment in South Africa. This may include state-owned investment agencies of the host country</p> <p><b>Tourism-promotion events:</b> 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</p>										
<p><b>Number of New Partnership for Africa's Development (NEPAD) summits 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 is sought to ensure implementation of projects in areas of urgent need and build momentum for implementation of other projects</p>	<p><b>Process Owner:</b> 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>	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	NEPAD, HSGOC and Steering Committee coordination	

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
<b>Number of multilateral structures and processes engaged in to strengthen outcomes to meet the needs of South Africa, Africa and developing countries</b>	<p>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. 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</p> <p>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. The NDP stipulates that DIRCO must retain an influential space for South Africa in key multilateral institutions</p>	<p>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 Africa's involvement in and 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</p>	<p><b>Process Owner:</b> United Nations (UN), Economic and Social Development, Human Rights and Humanitarian Affairs</p> <p>Reports, submissions, outcomes, decisions and statements delivered</p>	<p>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</p>	Activity Indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	UN, Economic and Social Development, Human Rights and Humanitarian Affairs	UN, Economic and Social Development, Human Rights and Humanitarian Affairs
<b>Number of multistate meetings and processes, influential in the System of Global Governance, engaged in to advance South Africa's foreign policy objectives</b>	<p>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, G20, Commonwealth and World Economic Forum (WEF)</p>	<p>South Africa participates in these multi-state processes to promote its national interests by influencing and negotiating the outcomes of these meetings and processes</p>	<p><b>Process Owner:</b> Economic and Social Development</p> <p>Reports, submissions, outcomes, decisions and statements delivered</p>	<p>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</p>	Activity Indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Economic and Social Affairs	Economic and Social Affairs

Sub-programme 3: System of Global Governance Sub-programme 3.2: Continental Cooperation										
Indicator Title	Short definition	Purpose / importance	Source / collection of data / evidence	Data limitations	Type of indicator	Calculation type	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 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><b>Process Owner:</b> AU: Economic / regional integrations</p> <p>Approved submissions, 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	<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 integrations
<b>Number of AU structures and processes on peace and security supported 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 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</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 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	<p><b>Process Owner:</b> 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 Pan-African Parliament (PAP) sessions supported in compliance with the PAP Host Country Agreement</b>	<p>The PAP Host Country Agreement enjoins South Africa to afford specified support to the organ to enable the latter to discharge its mandate</p>	Afford the PAP resources to discharge its mandate in line with the Host Country Agreement, thereby contributing to the entrenchment of participatory democracy	<p><b>Process Owner:</b> Politics, Governance and Human Rights</p> <p>Signed submissions, reports and statements of outcomes of sessions issued by the PAP as well as financial statements</p>	None	Activity indicator	Cumulative	Quarterly	Revised	Target performance is desirable. Higher performance will have financial implications	Politics, Governance and Human Rights

<p><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></p>	<p>The APRM, to which South Africa subscribes, is utilised as a tool to enhance democracy and good governance on the continent</p>	<p>Utilise the 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</p>	<p><b>Process Owner:</b> APRM statements and reports of outcomes of summits and meetings of APRM</p>	<p>None</p>	<p>Activity indicator</p>	<p>Cumulative</p>	<p>Quarterly</p>	<p>Revised</p>	<p>Higher performance is desirable</p>	<p>APRM</p>
<p><b>Number of Africa Commission on Human and People's Rights (ACHPR) sessions and processes supported with substance and logistics</b></p>	<p>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</p>	<p>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</p>	<p><b>Process owner:</b> AU: Politics and Governance. ACHPR reports, statements, interventions and periodic reports</p>	<p>None</p>	<p>Input indicator</p>	<p>Cumulative</p>	<p>Quarterly</p>	<p>New indicator</p>	<p>Higher performance is desirable</p>	<p>Politics Governance and Human Rights</p>
<p><b>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</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). 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</p>	<p>Reflects efforts and activities aimed at maintaining regional peace, security, stability and promotion of sustainable development</p>	<p><b>Process Owner:</b> Stability, Peace and Security, Regional Economic Integration, SACU, Infrastructure and Regional and SADC coordination sectoral meetings and the 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 the RISDP</p>

Sub-programme 3.3: South-South Cooperation										
Indicator title	Short definition	Purpose / importance	Source / collection 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 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 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	<b>Process Owner:</b> New Partnership for Africa's Development (NEPAD) and Partnerships, Economic Development  Signed reports and submissions	None	Activity indicator	Cumulative	Quarterly	Revised	Higher performance is desired	NEPAD & 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 international relations 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 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	<b>Process Owner:</b> BRICS  Reports and submissions	None	Activity indicator	Non-cumulative	Quarterly	Revised	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
<b>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</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 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	<b>Process Owner:</b> 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-programme 4.1: Public Diplomacy and State 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
<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 track the support provided to political principals in the execution of South Africa's foreign policy	<b>Process Owner:</b> Video and Photographs, Strategic Communication and Media, Research, Analysis and Speech-writing  <b>Evidence</b> Photographs and video clips, draft speeches and draft strategy documents, including a register of this	Count	None	Output indicator	Non-cumulative	Quarterly	N/A	On target	Video and Photographs, Strategic Communication, Media, Research, Analysis and Speech-writing
<b>Number of media briefings and public participation programmes held</b>	DIRCO utilises different platforms to conduct its public diplomacy. These platforms include media briefings, Public- participation Programmes (PPPs) in order to communicate foreign policy positions	To promote a better understanding of South Africa's foreign policy through people to people interaction and the Public Diplomacy strategy of the Department to the domestic audience.	<b>Process Owner:</b> Media Liaison, Media, Research, Analysis & Speech-writing & Project Management  <b>Evidence:</b> Media briefings statements & speeches, invitations, programmes and signed exit reports on PP events	Count	None	Output indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	Media Liaison, Media, Research, Analysis & Speech-writing & 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 through written interaction.	<b>Process Owner:</b> Media Liaison  <b>Evidence:</b> Media Statements issued and Public Opinion pieces published.	Count	None	Output indicator	Cumulative	Quarterly	N/A	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 both internal and external to the Department	<b>Process Owner:</b> Publishing & New Media  <b>Evidence:</b> Publications e.g. Strategic Plan, APP, Annual Report, Ubuntu Magazine, Diplomat, Newsflash	Count	None	Output indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	Publishing & New Media

<p><b>Percentage of requests for protocol services responded to as per the Service Delivery Charter</b></p>	<p>Protocol support are rendered to Principals at all Official state events in terms of:</p> <ul style="list-style-type: none"> <li>- coordination of international conferences</li> <li>- utilisation of SPLs</li> <li>- incoming and outgoing international visits for principals</li> <li>- incoming and outgoing international visits for provincial and local governments</li> </ul>	<p>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</p>	<p><b>Process Owner:</b> State &amp; Official visits, State Protocol Lounges (SPL), International Conferences, Protocol Ceremonial, Intergovernmental and Provincial Protocol</p> <p><b>Evidence:</b></p> <p><b>International Conferences:</b> Signed Exit reports</p> <p><b>SPL :</b>Approved and signed monthly or quarterly statistics by the Manager</p> <p><b>International visits:</b> Signed quarterly schedule for confirmed International visits of Principals facilitated as well as approved and signed exit reports and / or submissions</p> <p><b>International visits for Provincial &amp; Local governments :</b> Approved and signed schedule of international visits for provincial and local governments on a letterhead signed by Manager</p>	<p>Count</p>	<p>None</p>	<p>Output indicator</p>	<p>Non-Cumulative</p>	<p>Quarterly</p>	<p>Revised</p>	<p>On target</p>	<p>State &amp; Official Visits, State Protocol Lounges, International Conferences, Protocol Ceremonial, Intergovernmental and Provincial Protocol</p>
<p><b>Percentage of requests for diplomatic services responded to according to the Service Delivery Charter</b></p>	<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> <ul style="list-style-type: none"> <li>- diplomatic immunities and privileges</li> <li>- South African diplomatic passports and visas for South African diplomatic and official passports</li> <li>- foreign and South African diplomatic and consular HOMs appointments</li> </ul>	<p>To apply and give effect to the Diplomatic Immunities and Privileges act as it relates to the diplomatic corps in South Africa</p>	<p><b>Process Owner:</b> Diplomatic Immunities &amp; Privileges</p> <p><b>Evidence:</b></p> <p>Diplomatic immunities: Approved &amp; signed registers for diplomatic IDs, passports &amp; permits, custom clearances and applications for vehicle registration</p> <p>Heads of mission appointments: Presidential minutes &amp; Accreditation letters for Foreign Heads of missions</p> <p>Honorary consuls are not included here</p>	<p>Count</p>	<p>None</p>	<p>Output indicator</p>	<p>Non-Cumulative</p>	<p>Quarterly</p>	<p>Revised</p>	<p>On target</p>	<p>Diplomatic Immunities &amp; Privileges</p>
<p><b>Percentage of requests for consular assistance responded to as per the Service Delivery Charter</b></p>	<p>Consular assistance provided to SA citizens abroad</p>	<p>To monitor assistance provided by DIRCO to SA citizens abroad as per the VIENNA Convention governing consular relations</p>	<p><b>Process Owner:</b> CS-Consular</p> <p><b>Evidence:</b> Consular statistics signed by Manager</p>	<p>Count</p>	<p>None</p>	<p>Output</p>	<p>Non-Cumulative</p>	<p>Quarterly</p>	<p>N/A</p>	<p>On target</p>	<p>Consular</p>
<p><b>Percentage of documents legalised as per the Service Delivery Charter</b></p>	<p>Documents for use abroad are legalised and authenticated</p>	<p>To track the number of documents legalised</p>	<p><b>Process Owner:</b> CS- Consular</p> <p><b>Evidence:</b> Legalisation statistics signed by Manager</p>	<p>Count</p>	<p>None</p>	<p>Output</p>	<p>Non-Cumulative</p>	<p>Quarterly</p>	<p>N/A</p>	<p>On target</p>	<p>Consular</p>