

**2015/16 Annual Performance Plan (APP)**

**Annexure E: Indicators Technical Descriptors**

**Programme 1: Corporate Affairs**

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| Indicator Title | Number of accommodation space planning developed |
| Short Definition | Establishment of offices where ICASA currently does not have presence |
| Purpose/Importance | To ensure that ICASA has presence in all provinces and is able to serve the stakeholders effectively |
| Source/Collection of Data | Lease agreement with the landlords |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful establishment of offices |
| Indicator Responsibility | Portia Mngomezulu - Executive: Corporate Affairs |
| Indicator Title | **Number of records per division** |
| Short Definition | Establishment of database and information management platform for core divisions and support |
| Purpose/Importance | To ensure that ICASA has a portal that will ensure co-ordination of information and availability of the information to all employees |
| Source/Collection of Data | The actual database developed |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | Successful knowledge management portal |
| Indicator Responsibility | Portia Mngomezulu - Executive: Corporate Affairs |

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| Indicator Title | Number of security related policies and procedures on OHS |
| Short Definition | Development of security related policies and procedures, Occupational Health and Safety(OHS) policies and procedures |
| Purpose/Importance | To ensure that ICASA has a secured working environment that complies with all regulations relating to security of constitutional institutions and OHS |
| Source/Collection of Data | Security related policies and procedures documents |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | Successful implementation of security policies and procedures |
| Indicator Responsibility | Portia Mngomezulu - Executive: Corporate Affairs |
| Indicator Title | **Number of new stakeholder engagements** |
| Short Definition | Development and implementation of stakeholder engagement strategy and global international relations engagement |
| Purpose/Importance | To ensure that ICASA has innovative means of interacting with crucial stakeholders and building on international research that enhances ICASA’s industry perspective |
| Source/Collection of Data | Stakeholder engagement strategy document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful development and implementation of engagement strategies and international engagement platforms |
| Indicator Responsibility | Portia Mngomezulu - Executive: Corporate Affairs |

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| --- | --- |
| Indicator Title | Number of events, exhibitions, opinion pieces, press releases |
| Short Definition | Development of Communication Strategy and policies on media relations |
| Purpose/Importance | To ensure that ICASA has an interactive relationship with regulated entities and publications  |
| Source/Collection of Data | Events attendance register, exhibitions report, actual opinion pieces and press release communiques  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | Successful implementation of the communication strategy and policies |
| Indicator Responsibility | Portia Mngomezulu - Executive: Corporate Affairs |
| Indicator Title | **Number of IT outcome driven reports. Time it takes to get the reports.** |
| Short Definition | Development of IT related reports that promote effective IT environment |
| Purpose/Importance | To ensure that ICASA has IT systems that service the organization in the most effective and efficient manner. Systems that are report focused such that error rate and delivery rate is reduced |
| Source/Collection of Data | IT outcome driven reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful delivery of all systems |
| Indicator Responsibility | Portia Mngomezulu - Executive: Corporate Affairs |

**Programme 2: Finance**

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| Indicator Title | Number of Demand Plans by EXCO |
| Short Definition | Development and submission of demand plan as required by the Treasury Regulations and SCM prescripts |
| Purpose/Importance | To ensure that ICASA has a plan of the spend for the year and can get the necessary discounts |
| Source/Collection of Data | Demand plan document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | Spending aligned with the demand plans |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Finance Officer |
| Indicator Title | **Percentage spending within budget** |
| Short Definition | Consolidation of the divisional budgets and submission in line with the MTEF guidelines |
| Purpose/Importance | To ensure that ICASA spending is aligned to strategic plan and demand plans  |
| Source/Collection of Data | ICASA’s income and expenditure statement (General ledger) |
| Method of Calculation | The actual expenditure incurred divided by budget amount multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | 100% spending of the approved budget |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |

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| --- | --- |
| Indicator Title | Number of assets verified per asset count report |
| Short Definition | Tracking of assets physically verified against the Asset register |
| Purpose/Importance | To ensure that ICASA has accounted for all assets correctly and accurately |
| Source/Collection of Data | Asset count report |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful establishment of offices |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |
| Indicator Title | **Number of assets assessed for residual values and useful lives per asset register** |
| Short Definition | Development of policy to assist in the treatment of assets in alignment with GRAP statement |
| Purpose/Importance | To ensure that there is compliance with GRAP statement and the disclosure of assets  |
| Source/Collection of Data | Assets assessment report |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Bi-Annually |
| New Indicator | Yes |
| Desired Performance | Complete assets register with zero audit findings |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |

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| --- | --- |
| Indicator Title | Number of budget policies approved  |
| Short Definition | Policies that outline the budget process and the requirements on all budget requirements |
| Purpose/Importance | To ensure that ICASA has a policy that guides how the budget will be developed, processed and the measurement to ensure the attainment of the approved budget |
| Source/Collection of Data | Budget policies document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | Approval and implementation of the budget policy |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |
| Indicator Title | **Number of AFS and evidence submitted to the AG for Audit** |
| Short Definition | Development and submission of unaudited financial statement and the conclusion of the audited financial statement as required by the PFMA |
| Purpose/Importance | To ensure that ICASA complies with the PFMA and make the public aware of the financial standing of ICASA |
| Source/Collection of Data | financial statements audited by AG |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Annually  |
| New Indicator | Yes |
| Desired Performance | Unqualified audit with no matters of emphasis |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |

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| --- | --- |
| Indicator Title | Number of management accounts timely produced |
| Short Definition | Tracking of monthly spending against actual and advise on reprioritization if direction is amended. |
| Purpose/Importance | To ensure that ICASA complies with the PFMA and standard business practices |
| Source/Collection of Data | Management accounts report |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | Spending aligned with budget and strategy |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |
| Indicator Title | **Number of approved payroll reports and policies** |
| Short Definition | Development of payroll reports and payroll related policies |
| Purpose/Importance | To ensure that ICASA has outlined a payroll process, policies governing payroll and ensure that ICASA complies with all statutory requirements |
| Source/Collection of Data | Approved payroll reports and policies |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Approved and implemented payroll reports and policies |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |

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| --- | --- |
| Indicator Title | Percentage of licence fees billed during the year |
| Short Definition | Billing of all services offered by ICASA as per regulations and in compliance with GRAP |
| Purpose/Importance | To ensure that ICASA is recording all its revenue as per regulations |
| Source/Collection of Data | Licence fees invoices |
| Method of Calculation | Rand value of licence fees billed divided by the Rand value of licence fees expected multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Monthly |
| New Indicator | Yes |
| Desired Performance | Complete and accurate billing |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |
| Indicator Title | **Number of non-compliance findings on all Acts and Regulations** |
| Short Definition | Development of checklist and procedure manual to ensure that the operations of finance are aligned to the regulations |
| Purpose/Importance | To ensure that ICASA Finance Division is in compliance with all regulations  |
| Source/Collection of Data | Findings report |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful establishments of financial manual and subsequent document |
| Indicator Responsibility | Portia Mngomezulu - Acting Chief Financial Officer |

**Programme 3: Human Resources**

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| Indicator Title | Number of approved HR Policies |
| Short Definition | HR Policies are structured documents that provide guidelines to employees on Human Resources related matters and procedures to follow. |
| Purpose/Importance | To ensure that employees are treated equally and fairly within the organization, thereby creating a conducive work environment, through consistent application of policies. |
| Source/Collection of Data | Labour related legislation, organizational practices, research on HR Best Practices in the labour market. |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Successful implementation of 10 Approved HR Policies |
| Indicator Responsibility | Busi Mtsweni - Executive: Human Resources |
| Indicator Title | **Number of approved HRD Strategies** |
| Short Definition | An HRD Strategy is a structured document that provides guidelines to employees on their career development. |
| Purpose/Importance | To ensure that employees are capacitated with the relevant training and development interventions to efficiently perform their roles. |
| Source/Collection of Data | Individual Development Plans, Interviews with Divisional Executives and General Managers. |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful development of One Approved HRD Strategy |
| Indicator Responsibility | Busi Mtsweni - Executive: Human Resources |

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| --- | --- |
| Indicator Title | Types of Change Management Interventions |
| Short Definition | Change Management interventions are tools and processes developed to assist employees in an organization going through change. |
| Purpose/Importance | To assist employees to deal and cope with the changes taking place within ICASA. |
| Source/Collection of Data | Results document from the organizational climate culture survey, Divisional Focus Groups, Behaviors Charter Workshops.  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | A changed complacent organizational culture to a high-performance culture. |
| Indicator Responsibility | Busi Mtsweni - Executive: Human Resources |

**Programme 4: Licensing**

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| Indicator Title | Number of Terms of References approved  |
| Short Definition | Development of Terms of Reference for the Appointment of a Service Provider to review the current number portability framework |
| Purpose/Importance | Increased competition in the telecommunications sector by enabling portability of all numbers. |
| Source/Collection of Data | Terms of reference document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Approved Terms of Reference |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Percentage of Numbering applications processed within turnaround time |
| Short Definition | Allocation of numbering resources to telecommunications licensees |
| Purpose/Importance | Timely allocation of numbering resources  |
| Source/Collection of Data | Numbering applications processing reports |
| Method of Calculation | Number of applications processed within turnaround times divided by the number of applications received to processed multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | 100% of Numbering applications processed within turnaround time. |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |
| Indicator Title | **Percentage of Type approval applications processed within approved turnaround time** |
| Short Definition | Authorization of new Radio Frequency and Telecommunications Line equipment |
| Purpose/Importance | Timely authorization of new equipment |
| Source/Collection of Data | Type approval applications processing reports |
| Method of Calculation | Number of type approval applications processed within turnaround times divided by the number of type approval applications received to be processed multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | 100% of Type approval applications processed within approved turnaround time |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| Indicator Title | Number of draft Regulations on code of conduct for premium rated services |
| Short Definition | Development of code of conduct for premium rated services to protect audiences and consumers (end-users). |
| Purpose/Importance | Protection of audiences and consumers (end-users) from immoral business conduct by premium rated service providers |
| Source/Collection of Data | Gazetted regulations on code of conduct for premium rated services |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | One set of draft Regulations on code of conduct for premium rated services published in the government gazette |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |
| Indicator Title | **Number of Published Regulations on Numbering** |
| Short Definition | Development of Numbering Plan Regulation to ensure Zero-rated charges for all 080 calls.  |
| Purpose/Importance | Zero-rated charges for all 080 calls. |
| Source/Collection of Data | Gazetted regulations on numbering publication  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | One set of Numbering Plan Regulations published in the government gazette |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Percentage of Broadcasting spectrum license applications processed within turnaround time |
| Short Definition | Licensing of Broadcasting Spectrum  |
| Purpose/Importance | Timely licensing of broadcasting spectrum |
| Source/Collection of Data | Broadcasting spectrum licence application processing report |
| Method of Calculation | Number of broadcasting spectrum licence applications processed within turnaround times divided by the number of broadcasting spectrum applications received to be processed multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | 80% of new broadcasting spectrum, renewal and transfer applications processed within approved 60 working days where there is no outstanding or further information required. 100% of broadcasting spectrum amendment applications processed within approved 60 working days where there is no outstanding or further information required. |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Percentage of Radio communication services licence applications processed within approved turnaround time |
| Short Definition | Licensing of Radio communication services  |
| Purpose/Importance | Timely licensing of Radio communication services |
| Source/Collection of Data | Radio communication services licence applications processing report |
| Method of Calculation | Number of Radio communication services licence applications processed within turnaround times divided by the total number of applications received to be processed multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | 80% of new radio communication, transfer and renewal applications processed within 60 working days where there is no outstanding or further information required. 100% of radio communication amendment applications processed within 60 working days where there is no outstanding or further information required. |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| Indicator Title | Number of ITAs gazetted and published for MUX 3 |
| Short Definition | ITA gazetted for spectrum capacity in multiplex (MUX) 3 for subscription television broadcasting services |
| Purpose/Importance | Increased competition in commercial subscription and free-to-air television broadcasting sectors |
| Source/Collection of Data | ITAs gazette publication for MUX 3 |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | ITA published |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |
| Indicator Title | **Number of ITAs gazetted and published for Commercial Sound Broadcasting Service in the Secondary Market in Northern Cape** |
| Short Definition | Invitation to apply gazetted for Commercial Sound Broadcasting Service in the Secondary Market in Northern Cape. |
| Purpose/Importance | Increased Choice and diversity in commercial sound broadcasting Secondary Market. |
| Source/Collection of Data | ITAs gazette publication for Commercial Sound Broadcasting service in the Secondary market |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Completed licensing process for ITA |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Number of licensing processes completed for Free-to-Air (FTA) Commercial Television Broadcasting Service |
| Short Definition | Completed licensing process for Free-to-Air Commercial Television Broadcasting Service |
| Purpose/Importance | Increased competition in television broadcasting sector |
| Source/Collection of Data | Licensing processes completion report for Free-to-Air Commercial Television Broadcasting Service |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Completed licensing process for FTA |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Percentage of Individual and class service licences amended, transfers, and change of control applications processed within approved turnaround time |
| Short Definition | Individual and Class service licenses amendment, transfers, and change of control applications processed within approved turnaround time. |
| Purpose/Importance | Timely licensing of broadcasting, ECS, ECNS, Postal Services. |
| Source/Collection of Data | Individual and class service licences amended, transfers, and change of control applications processed report |
| Method of Calculation | Number of individual and class service licences amended, transfers, and change of control applications processed within turnaround times divided by the number of class service licences amended, transfers and change of control applications received to be processed multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | 100% of service licensing amendment, transfers (excluding class license transfers), and change of control applications processed within 180 working days where there is no outstanding or further information required. |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Number of Published Amended Standard Terms and Conditions and Processes and Procedures Regulations |
| Short Definition | Amended Regulations on the Standard Terms and Conditions and Regulations on Processes and Procedures. |
| Purpose/Importance | Reduced regulatory burden for licensees |
| Source/Collection of Data | Gazetted Standard Terms and Conditions and Processes and Procedures Regulations publication |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Four sets of Published Amended Regulations on Standard Terms and Conditions and Processes and Procedures  |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

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| --- | --- |
| Indicator Title | Percentage of class service license applications, postal services certificates and broadcasting channel authorizations processed within approved turnaround time |
| Short Definition | Class service license applications, postal services certificates and broadcasting channel authorizations processed within approved turnaround time. |
| Purpose/Importance | Timely licensing of broadcasting, ECS, ECNS, Postal Services. |
| Source/Collection of Data | Class service license applications, postal services certificates and broadcasting channel authorizations processing completion report |
| Method of Calculation | Number of class service license applications, postal services certificates and broadcasting channel authorizations processed within turnaround times divided by the total number of class service license applications, postal services certificates and broadcasting channel authorizations received for processing multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | 100% of service licensing applications, (including class licence transfers), postal service registrations and broadcasting channel authorisations processed within 30 working days where there is no outstanding or further information required. |
| Indicator Responsibility | Norman Gidi - General Manager: Licensing |

**Programme 5: Policy research & Analysis**

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| Indicator Title | Number of Discussion Documents gazetted on the definition of markets towards ineffective competition |
| Short Definition | Gazette outlining the Authority’s view on the definition of markets that tend towards ineffective competition |
| Purpose/Importance | The Gazette provides for basis for future regulation of the defined markets |
| Source/Collection of Data | Government Gazette/ICASA website |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Publication of gazette prior to end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |
| Indicator Title | **Number of subscription broadcasting market review reports** |
| Short Definition | Report outlining the definition of markets/sub-markets susceptible to ineffective competition in the subscription broadcasting services |
| Purpose/Importance | The report provides the basis for possible future regulation of the defined markets |
| Source/Collection of Data | Subscription broadcasting market review reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |

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| --- | --- |
| Indicator Title | Number of assessment reports published on ICASA website |
| Short Definition | Report that outlines trends in economic indicators of the ICT sector |
| Purpose/Importance | The report will collate supply-side data on the ICT sector for the first time |
| Source/Collection of Data | Assessment reports on ICASA website |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |
| Indicator Title | **Number of amended call termination regulations published** |
| Short Definition | Amended call termination regulations to be in line with international trends, treating international and locally originated traffic differently  |
| Purpose/Importance | The amended regulations will remove the discrimination against internationally originated traffic |
| Source/Collection of Data | Amended call termination regulations publication |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |

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| --- | --- |
| Indicator Title | Number of published reports on RIA for wholesale open access |
| Short Definition | Report that outlines the pros and cons of obliging network providers to share/lease their network facilities with other licensees  |
| Purpose/Importance | The report will determine what level of access regulation may be necessary to foster the efficient use of infrastructure  |
| Source/Collection of Data | Published RIA reports  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |
| Indicator Title | **Number of regulations published** **specifying minimum local content requirements for broadcast service licensees** |
| Short Definition | Revised regulations specifying minimum local content requirements for broadcast service licensees |
| Purpose/Importance | These regulations will amend the existing obligations on broadcasters to broadcast locally produced music and television material, as the existing regulations were put in place in 2002 |
| Source/Collection of Data | Minimum local content requirements for broadcast service licensees publication |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |

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| --- | --- |
| Indicator Title | Number of regulations recommendations on any exclusivity provisions granted to the SA Post Office published |
| Short Definition | Number of recommendations submitted |
| Purpose/Importance | The Authority is responsible, under the Postal Services Act of 1998 to review any exclusivity provisions granted to the South African Post Office  |
| Source/Collection of Data | Regulations recommendations on any exclusivity provisions granted to the SA Post Office publication |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |
| Indicator Title | **Number of revised regulations published prescribing the maximum amount of time available to political parties** |
| Short Definition | Regulations prescribing the maximum amount of time available to political parties competing in the 2016 municipal elections |
| Purpose/Importance | These regulations are crucial to support the development of South Africa’s democracy  |
| Source/Collection of Data | Revised regulations prescribing the maximum amount of time available to political parties publication  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |

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| --- | --- |
| Indicator Title | Number of gazetted tariffs for basic mail services |
| Short Definition | These regulations prescribe maximum allowable annual increases for basic mail services |
| Purpose/Importance | These regulations limit the maximum price increase that the South African Post Office may introduce for the 2016/2017 financial year, to protect consumers  |
| Source/Collection of Data | Gazette on tariffs for basic mail services |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |
| Indicator Title | **Number of reports published on available retail pricing products** |
| Short Definition | These reports compare and contrast available retail pricing products for electronic communications services |
| Purpose/Importance | The publication of these reports will provide information to market analysts and consumers  |
| Source/Collection of Data | Available retail pricing products publication |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Junior Khumalo - General Manager: Policy Research & Analysis |

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| --- | --- |
| Indicator Title | Level of experience by end-users/ consumers in consuming postal services |
| Short Definition | This report will reveal consumers’ quality of experience in consuming postal services in the 2014/15 financial year |
| Purpose/Importance | This report is important for the review of exclusivity over basic mail services as well as for consumer protection measures  |
| Source/Collection of Data | User survey report |
| Method of Calculation | Use of a survey scale on “satisfied” or “not satisfied” |
| Data Limitations | None |
| Type of Indicator | output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | quarterly |
| New Indicator | Yes |
| Desired Performance | Completion of report before end of 2015/16 financial year |
| Indicator Responsibility | Violet Letsiri - Senior Manager: Social Policy |

**Programme 6: Engineering and Technology**

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| --- | --- |
| Indicator Title | Number of licensing frameworks developed for spectrum licenses |
| Short Definition | Document(s) that set out who qualifies for a spectrum license and the process for acquiring a license, as well as what processes determine who may get a license |
| Purpose/Importance | To ensure that much needed and very useful spectrum is licensed to ECNS licensees that could provide mobile broadband services to the public. |
| Source/Collection of Data | Licensing frameworks for spectrum licences document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | At least one relevant and rational framework for the licensing of 2.6GHz, 800MHz and 700MHz spectrum |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

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| --- | --- |
| Indicator Title | Number of maps published on the website on broadband service |
| Short Definition | Maps that enable a member of the public to determine whether a broadband service of a defined nature is provided by at least one mobile broadband service provider |
| Purpose/Importance | To enable a member of the public to determine whether any service provider provides a broadband service at the particular geographic point of concern,  |
| Source/Collection of Data | Mobile operators are to be approached to provide information that can be used for compiling maps that show where broadband services are provided. Operators could provide coverage maps or system parameters of base stations from which coverage could be calculated |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | At least one map useful to the public |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |
| Indicator Title | **Number of 5G forums** |
| Short Definition | A forum, established for the purpose of debating 5G and providing suggestions to ICASA on what regulations and standards to advocate at the ITU and other standards bodies, so as to ensure that South African public interests are served |
| Purpose/Importance | To ensure that ITU regulations and standards do not only serve a highly developed environment, but also the developing parts of the country  |
| Source/Collection of Data | Forum establishment document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | One functional 5G Forum by year-end |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

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| --- | --- |
| Indicator Title | Number of draft regulations on V-band and E-band |
| Short Definition | A set of regulations on V-band and E-band for the purpose of opening up the use of this spectrum to the telecommunications operator industry and others, so as to provide an effective means of communicating wirelessly at high speed over short distances |
| Purpose/Importance | Major cost and speed of construction benefits, in providing wireless linking at very high speeds, can be obtained from making frequency spectrum available to operators – to ultimately lead to better and cheaper broadband services to the public  |
| Source/Collection of Data | Draft regulation document on V-band and E-band |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | One set of regulations by year-end |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |
| Indicator Title | **Number of findings documents on dynamic and opportunistic spectrum management** |
| Short Definition | A findings document that would guide Council as to how to proceed in moving towards a situation where dynamic and opportunistic spectrum management could be implemented  |
| Purpose/Importance | It is expedient to look at methods whereby spectrum could be shared. Using vacant spectrum opportunistically by means of dynamic spectrum management, employing technologies such as cognitive radio, could provide huge efficiencies  |
| Source/Collection of Data | Dynamic and opportunistic spectrum management findings documents |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | One findings document by year-end |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

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| --- | --- |
| Indicator Title | Number of spectrum monitoring reports for occupancy spectrum earmarked for IMT users |
| Short Definition | Reports that show the results of monitoring, for occupancy, spectrum earmarked for IMT use, for broadband access |
| Purpose/Importance | South Africa needs great amounts of spectrum for IMT-based broadband services. It is necessary to establish, by means of spot-checks, whether the spectrum is reasonably clean and free from undesirable – including unlawful – use |
| Source/Collection of Data | Spectrum monitoring reports for occupancy spectrum earmarked for IMT users |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | Reports that show good progress |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |
| Indicator Title | **Number of reports from various meetings providing input to the ITU and its working parties** |
| Short Definition | Reports that show what progress is being made in various meetings that provide input to the ITU and its working parties, on various ITU WRC-15 agenda items, but especially IMT spectrum  |
| Purpose/Importance | It is of critical importance that South Africa is enabled by ITU spectrum regulations that lead to widespread use of preferred frequency bands, such as the 700 MHz band. Therefore, ICASA needs to continually provide input to ITU and regional meetings on these aspects  |
| Source/Collection of Data | Reports on various meetings providing input to the ITU and its working parties |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | Reports that show good progress |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

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| --- | --- |
|  Indicator Title | Number of regulations/papers/guidelines on infrastructure sharing |
| Short Definition | With infrastructure sharing between operators being a much desired phenomenon, ICASA needs to establish whether it needs to regulate, provide guideline or refrain from that. The study ICASA is doing will therefore terminate with one or more of these options  |
| Purpose/Importance | Infrastructure sharing between operators could radically reduce the capital outlay of networks and hence provide the cheaper provision of services, such as broadband services  |
| Source/Collection of Data | Regulations/papers/guidelines on infrastructure sharing |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | One or more of the above documents |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |
| Indicator Title | **Number of reports** |
| Short Definition | Reports (quarterly and annually) that show what progress is being made in various meetings that provide input to the ITU and its working parties, on various ITU WRC-15 agenda items  |
| Purpose/Importance | It is of critical importance that South Africa is enabled by ITU spectrum regulations that lead to widespread use of preferred frequency bands, such as the 700 MHz band. Therefore, ICASA needs to continually provide input to ITU and regional meetings on these aspects  |
| Source/Collection of Data | Quarterly and annual reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly and annually |
| New Indicator | Yes |
| Desired Performance | Reports that show good progress |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

|  |  |
| --- | --- |
| Indicator Title | Number of spectrum management system implemented |
| Short Definition | A new, advanced spectrum management system for processing, administratively and technically, all spectrum licence, service licence and type approval applications  |
| Purpose/Importance | ICASA’s spectrum management systems and spectrum management methods are out of date and needs to be replaced by a system that is efficient and effective. The system will enable ICASA to serve the public much more effectively and efficiently  |
| Source/Collection of Data | System implementation report |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Annually |
| New Indicator | Yes |
| Desired Performance | One installed spectrum management at ICASA’s head office, configured to ICASA’s requirements |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |
| Indicator Title | **Number of implementation audit reports on ensuring compliance with the MOU between ICASA and SAMSA** |
| Short Definition | As a practical measure for ICASA to license maritime radio users, the SA Maritime Authority (SAMSA) has been involved, by means of a MoU, for licensing on behalf of ICASA. However, ICASA needs to govern compliance and ensure that proper standards are applied |
| Purpose/Importance | By authorizing SAMSA to license on behalf of ICASA, licensing can be done faster and more effectively. ICASA cannot distance itself from the licensing processes, but needs to monitor that proper standards are followed. This is done by quarterly inspections, resulting in four quarterly reports per year  |
| Source/Collection of Data | Implementation reports on insuring compliance with the MOU between ICASA and SAMSA |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly and annually |
| New Indicator | Yes |
| Desired Performance | No visible errors in licensing |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

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| --- | --- |
| Indicator Title | Percentage of radio interference and spill-over cases resolved |
| Short Definition | ICASA receives complaints on radio interference taking place across national borders or cellular services being illegally provided across the border. These complaints have to be investigated and resolved.  |
| Purpose/Importance | Radio interference must be curtailed because it affects the quality of services or prohibits a service from being provided. Similarly, earning revenue from spilling the signal over the border is unethical and also illegal. It is therefore incumbent upon ICASA to make technical measurements so as to identify the source of interference or the culprit and to take the necessary action. |
| Source/Collection of Data | Radio interference and spill-over cases resolution reports |
| Method of Calculation | Number of radio interference and spillover cases resolved divided by the total number of spillover cases received to be resolved  |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Ad hoc, whenever the problem arises  |
| New Indicator | Yes |
| Desired Performance | No visible errors in licensing |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

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| --- | --- |
| Indicator Title | Number of reports on Quality of Service (QoS) measurements |
| Short Definition | Mobile cellular operators need to be monitored for quality of service. The results need to be published, so as to enable the public to make choices. Monitoring by ICASA also leads to operators sometimes becoming aware of weaknesses in their networks  |
| Purpose/Importance | The services of mobile operators are improved by ICASA’s monitoring. It is therefore a service ICASA provides to the public  |
| Source/Collection of Data | QoS measurement reports |
| Method of Calculation | Counting the number of reports (minimum four per year)  |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | One area and one report per quarter |
| New Indicator | Yes |
| Desired Performance | One good quality and defensible report per quarter |
| Indicator Responsibility | Ronnie Seeber - General Manager: Engineering and Technology |

**Programme 7: Legal, Risk and CCC**

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| --- | --- |
| Indicator Title | Number of templates developed on each division |
| Short Definition | A review of each division's personal information exposure, processes and risks |
| Purpose/Importance | To ensure that certain minimum provisions are included in all MOU’s  |
| Source/Collection of Data | Divisions personal information exposure, processes and risks reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Final MoU template and Audit by 31 March 2016 |
| Indicator Responsibility | Leona Mentz - Executive Legal, Risk & CCC |
| Indicator Title | **Number of Regulations database Reports presented to Council to review on at least four critical Regulations older than 4/5 years** |
| Short Definition | Regulations Database and Revised Regulations. |
| Purpose/Importance | To ensure that the organization executes its mandate appropriately and to create a regulation reference database |
| Source/Collection of Data | Regulations database reports presented to Council and Steering Committee |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Report on current Regulations in force and Review of at least four critical Regulation |
| Indicator Responsibility | Leona Mentz - Executive Legal, Risk & CCC |
| Indicator Title | **Number of Standard Operating Procedures, Final Process and Procedures and Guidelines for CCC and Information Checklists and Quarterly Reports** |
| Short Definition | Process and Procedure and Guidelines for the CCC |
| Purpose/Importance | To ensure that all relevant information is submitted to the CCC and that complainants understand the process, in order for the CCC to be in a position to analyze and hear matters more efficiently |
| Source/Collection of Data | Standard Operating Procedures, Final Process and Procedures and Guidelines for CCC and Information Checklists and Quarterly Reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Standard Operating Procedures, Final Process and Procedures and Guidelines for CCC published on the intranet |
| Indicator Responsibility | Leona Mentz - Executive Legal, Risk & CCC |

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| --- | --- |
| Indicator Title | Number of reports to the Accounting Officer identifying all personal information hubs within ICASA and mapping processes in line with POPI requirements |
| Short Definition | A review of each division's personal information exposure, processes and risks |
| Purpose/Importance | Ensure Compliance to POPI by each division |
| Source/Collection of Data | Identified personal information hubs within ICASA and mapping processes in line with POPI requirements |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | POPI readiness and compliance |
| Indicator Responsibility | Leona Mentz - Executive Legal, Risk & CCC |
| Indicator Title | **Number** **of risk management plans** |
| Short Definition | Risk management plan |
| Purpose/Importance | Ensure Risks are timeously identified, in order to manage appropriately i.e. mitigate, outsource, accept |
| Source/Collection of Data | Risk management plan |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Risk Training and rollout |
| Indicator Responsibility | Leona Mentz - Chief Executive: Legal, Risk & CCC |

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| --- | --- |
| Indicator Title | Number of vetted, drafted legal documents and managed litigation |
| Short Definition | Vetted, drafted legal documents and managed litigation |
| Purpose/Importance | Ensure legal exposure of ICASA is appropriately managed |
| Source/Collection of Data | Drafted legal documents and managed litigation |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Meet instruction turnaround time in line with legal service level agreement by submitting high quality documents to the organization and meet court dates  |
| Indicator Responsibility | Leona Mentz - Chief Executive: Legal, Risk & CCC |
| Indicator Title | **Number of people actively using Exclaim** |
| Short Definition | Exclaim rolled out |
| Purpose/Importance | Ensure legal exposure of ICASA is appropriately managed |
| Source/Collection of Data | Exclaim user report |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Training and rollout |
| Indicator Responsibility | Leona Mentz - Chief Executive: Legal, Risk & CCC |

**Programme 8: Internal Audit**

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| --- | --- |
| Indicator Title | Number of Audit reports completed |
| Short Definition | Audit reports issued after conducting audit reviews in areas identified in the audit plan |
| Purpose/Importance | To provide assurance that risk management processes and controls were implemented and functions as intended to achieve the objectives of ICASA |
| Source/Collection of Data | Audit reports completion reports |
| Method of Calculation | Counting |
| Data Limitations | Access to systems and information required may not be timeously provided for audit purposes |
| Type of Indicator | Audit Report Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Acceptance and implementation of recommendations  |
| Indicator Responsibility | Anneal Sookharan: Chief Audit Executive |
| Indicator Title | **Number of follow-up monitoring reports completed**  |
| Short Definition | Follow-up on status of action plans implemented by management |
| Purpose/Importance | To ensure management implement previously agreed action plans by due date and has demonstrated such |
| Source/Collection of Data | Follow-up monitoring reports |
| Method of Calculation | Counting |
| Data Limitations | Information required may not be timeously provided for audit  |
| Type of Indicator | Issues tracking report |
| Calculation Type | Cumulative |
| Reporting Cycle | Monthly |
| New Indicator | No |
| Desired Performance | Successful implementation of controls. |
| Indicator Responsibility | Anneal Sookharan: Chief Audit Executive |

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| --- | --- |
| Indicator Title | Number of Quarterly Reports on Combined Assurance for key risks facing ICASA |
| Short Definition | Establishment of Combined Assurance for ICASA key risks |
| Purpose/Importance | To ensure that an integrated and coordinated approach is implemented by Assurance Providers to eliminate duplication and optimize the combined assurance model in ICASA |
| Source/Collection of Data | Quarterly reports on Combined Assurance on risks facing ICASA |
| Method of Calculation | Counting  |
| Data Limitations | Dependent on updated risk registers (Legal, Risk & CCC)  |
| Type of Indicator | Output |
| Calculation Type | Cumulative  |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Assurance provided by various stakeholders on appropriate treatment of identified risks  |
| Indicator Responsibility | Anneal Sookharan: Chief Audit Executive |
| Indicator Title | **Number of monthly exception reports** |
| Short Definition | Conduct continuous monitoring and continuous audit reviews in areas identified  |
| Purpose/Importance | Identify transactions that do not comply with set rules or policies and publish Monitoring Reports with exceptions detected to be followed up by management for action or explanation |
| Source/Collection of Data | Monthly exception reports |
| Method of Calculation | Counting |
| Data Limitations | Knowledge of systems, access to data and unavailability of resources to draw data  |
| Type of Indicator | Output  |
| Calculation Type | Cumulative  |
| Reporting Cycle | Monthly |
| New Indicator | Yes  |
| Desired Performance | Rectification of identified exceptions and control failures |
| Indicator Responsibility | Anneal Sookharan: Chief Audit Executive |

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| --- | --- |
| Indicator Title | Number of approved plan by Audit & Risk Committee |
| Short Definition | Update the audit universe and identify auditable and high risk areas for review |
| Purpose/Importance | To ensure that key risks are identified for review  |
| Source/Collection of Data | Approved audit plan document |
| Method of Calculation | Counting |
| Data Limitations | Unknown external factors and emerging risks. Outdated risk registers  |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative  |
| Reporting Cycle | Yearly |
| New Indicator | No |
| Desired Performance | Approval of the Audit plan and three year rolling plan by Audit & Risk Committee  |
| Indicator Responsibility | Anneal Sookharan: Chief Audit Executive |
| Indicator Title | **Number of Quality Assurance Review report** |
| Short Definition | Conduct quality assurance reviews on Internal Audit work |
| Purpose/Importance | To ensure the work of Internal Audit Complies with the SPPIA, and the Internal Audit Methodology |
| Source/Collection of Data | Quality assurance review report |
| Method of Calculation | Counting  |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative  |
| Reporting Cycle | Yearly  |
| New Indicator | Yes |
| Desired Performance | Obtain a “Generally Conforms” opinion in the external Quality Assurance Review |
| Indicator Responsibility | Anneal Sookharan: Chief Audit Executive  |

**Programme 9: Regions**

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| --- | --- |
| Indicator Title | Number of inspections / investigations conducted on the type of equipment used by licensees |
| Short Definition | Conducting type approval investigations |
| Purpose/Importance | To ensure that only ICASA type approved equipment is used in order to minimize interference and protect stakeholders from harmful practices |
| Source/Collection of Data | Inspections and investigations reports on the type of equipment used by licensees |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Enforcement action, voluntary compliance |
| Indicator Responsibility | Anele Nomtshongwana – General Manager : Regions |
| Indicator Title | **Number of investigations conducted to determine compliance with regulations by licensees** |
| Short Definition | Execute investigations of operators who have not complied with license conditions as stated in ECS and ECNS licenses.  |
| Purpose/Importance | Encourage voluntary compliance with legislation and regulations. |
| Source/Collection of Data | Investigation reports on compliance with regulations by licensees |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Enforcement action, voluntary compliance |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |

|  |  |
| --- | --- |
| Indicator Title | Number of standard operating procedures (SoPs) revised / developed |
| Short Definition | Review the organization’s internal standard operating processes and procedures |
| Purpose/Importance | To ensure alignment with ICASA’s newly implemented organizational structure and optimum service delivery to stakeholders |
| Source/Collection of Data | SoPs revision/development reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | SoPs reviewed |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |
| Indicator Title | **Number of licensees monitored on ECS and ECNS activity** |
| Short Definition | Compliance monitoring activity of ECS and ECNS operators with consumer protection regulations  |
| Purpose/Importance | To ensure that Licensees comply with the end-user subscriber service charter and code of conduct if conduct for licensees |
| Source/Collection of Data | Licensees monitoring reports on ECS and ECNS |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Enforcement action, voluntary compliance |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |

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| --- | --- |
| Indicator Title | Number of campaigns executed when called upon by NJOC |
| Short Definition | Active deployment at national events/situations when called upon by the National Joint Operational Centre. |
| Purpose/Importance | To ensure there is no illegal use of the radio frequency spectrum, to prevent or limit and mitigate radio frequency interference to the SAPS, SANDF, Metro Police and emergency services and to prevent the use of illegal jamming devices during a National and/or Major events |
| Source/Collection of Data | National Joint Operations Centre campaigns execution completion reports |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Enforcement action, voluntary compliance |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |
| Indicator Title | **Percentage of cases investigated and resolved on harmful radio frequency interferences** |
| Short Definition | Resolution or mitigation of harmful radio frequency interference cases  |
| Purpose/Importance | To minimize interference and protect stakeholders from harmful practices |
| Source/Collection of Data | Cases resolution reports |
| Method of Calculation | Number of cases investigated and resolved on harmful radio frequency interferences divided by the number of cases picked up multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Enforcement action, voluntary compliance |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |

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| --- | --- |
| Indicator Title | Number of high-sites investigations conducted  |
| Short Definition | Conducting investigations at high sites |
| Purpose/Importance | To ensure that only ICASA type approved equipment is used in order to minimize interference and protect stakeholders from harmful practices |
| Source/Collection of Data | High-site investigations completion reports  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Enforcement action, voluntary compliance |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |
| Indicator Title | **Number of offices established in Mpumalanga** |
| Short Definition | Establishment of an office in Mpumalanga |
| Purpose/Importance | To ensure that ICASA has presence in provinces where it currently does not have offices and is able to serve the stakeholders there effectively |
| Source/Collection of Data | Office lease agreement  |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Successful establishment of offices |
| Indicator Responsibility | Anele Nomtshongwana – General Manager: Regions |

**Programme 10: Compliance and Consumer Affairs**

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| --- | --- |
| Indicator Title | Number of draft discussion documents on regulatory framework for ECS/ECNS resellers |
| Short Definition | Draft Discussion Document on regulatory framework for ECS/ECNS Resellers |
| Purpose/Importance | ECS/ECNS Resellers are not currently regulated. The framework will close this regulatory gap |
| Source/Collection of Data | Draft discussion documents on regulatory framework for ECS/ECNS resellers |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Draft Discussion Document on regulatory framework for ECS/ECNS Resellers developed |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |
| Indicator Title | **Number of RIA reports on USAO** |
| Short Definition | RIA report on Universal Service and Access Obligation (USAO) model Phase II |
| Purpose/Importance | Improve broadband access for schools, public health institutions and public service institutions |
| Source/Collection of Data | RIA reports on USAO |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Publish RIA report on USAO Phase II model |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |

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| Indicator Title | Number of published USAF draft regulations to sustain schools connectivity model |
| Short Definition | Draft USAF Amendment Regulations to sustain schools connectivity model (Phase I) published  |
| Purpose/Importance | To amend the existing Universal Service and Access Fund contributions regulations so as to ensure the sustainability of current USO’s at schools |
| Source/Collection of Data | USAF draft regulations to sustain schools connectivity model publication |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Draft USAF Amendment Regulations published |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |
| Indicator Title | **Number of compliance reports on monitored ECS/ECNS licensees**  |
| Short Definition | Monitored ECS/ECNS licensees compliance |
| Purpose/Importance | To monitor the compliance with applicable legislation and regulations by ECS/ECNS licensees |
| Source/Collection of Data | Compliance monitoring reports on ECS/ECNS licensees |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Annual Compliance Report on ECS/ECNS licensees noted by Council |
| Indicator Responsibility | Elize Van Der Walt General Manager: Compliance and Consumer Affairs |

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| Indicator Title | Number of compliance reports on postal service licensees and restraints |
| Short Definition | Monitored Postal Service licensees and registrants |
| Purpose/Importance | To monitor the compliance with applicable legislation and regulations by Postal licensees and registrants |
| Source/Collection of Data | Compliance reports on postal licensees and restraints |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Annual Compliance Report on Postal Service licensees noted by Council |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |
| Indicator Title | **Number of compliance reports on broadcasting licensees** |
| Short Definition | Monitoring of Broadcasting licensees |
| Purpose/Importance | To monitor the compliance with applicable legislation and regulations by Broadcast Service licensees |
| Source/Collection of Data | Compliance reports on broadcasting licensees |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Annual Compliance Report on Broadcasting licensees noted by Council |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |

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| Indicator Title | Number of internal / external stakeholder groups trained |
| Short Definition | Trained staff/service providers/Licensees and political stakeholders on regulations governing broadcast of municipal elections |
| Purpose/Importance | To ensure equitable party political broadcasting coverage of the 2016 municipal elections |
| Source/Collection of Data | Training attendance register on internal/external stakeholders groups |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Training of the four stakeholders groups (staff/service providers/Licensees and political stakeholders) |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |
| Indicator Title | **Number of draft discussion documents on HDG/BBBEE** |
| Short Definition | Internal draft HDG/BBBEE discussion document. |
| Purpose/Importance | To ensure a HDG/BBBEE Compliant ICT Sector |
| Source/Collection of Data | Draft discussion documents on HDG/BBEEE |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | An internal draft discussion document on Equity Ownership and control of licensees. |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |

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| Indicator Title | Number of draft consumer protection strategies |
| Short Definition | Draft Consumer Protection Strategy approved by Council |
| Purpose/Importance | Consumer protection strategies document |
| Source/Collection of Data | Benchmark study |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | Approved draft Consumer Protection Strategy. |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |
| Indicator Title | **Number of draft Regulations on CAP** |
| Short Definition | Published draft amended Regulations establishing the Consumer Advisory Panel (CAP) |
| Purpose/Importance | To ensure protection of audiences and consumers (end-users) via the re-establishment of the Consumer Advisory Panel (CAP) |
| Source/Collection of Data | Draft regulations on CAP document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Published draft amended regulations for Consumer Advisory Panel |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |

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| Indicator Title | Percentage of complaints resolved against ICT service providers |
| Short Definition | Resolved consumer complaints. |
| Purpose/Importance | To protect audiences and consumers (end-users) by resolving complaints against their ICT service providers |
| Source/Collection of Data | Complaints against ICT service providers resolution report |
| Method of Calculation | Number of complaints against ICT service providers resolved divided by the total number of complaints against ICT service providers received multiplied by 100 |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Resolve 75% of consumer complaints |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |
| Indicator Title | **Number of amended end-users and subscriber charter regulations**  |
| Short Definition | Amendment to End-user and Subscriber Charter Regulations gazetted |
| Purpose/Importance | To amend the End-User and Subscriber Charter Regulations to improve consumer protection |
| Source/Collection of Data | Gazetted amended end-users and subscriber charter regulations |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | No |
| Desired Performance | Published amended Regulations on minimum standards for end-user and subscriber charter |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |

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| Indicator Title | Number of collaborative frameworks/agreements established with National Consumer Commission |
| Short Definition | Collaborative framework(s) established with National Consumer Commission to protect consumers |
| Purpose/Importance | To collaborate with the NCC to improve the protection of consumers and audiences |
| Source/Collection of Data | Collaborative frameworks/agreements establishment with National Consumer Commission document |
| Method of Calculation | Counting |
| Data Limitations | None |
| Type of Indicator | Output |
| Calculation Type | Non-cumulative |
| Reporting Cycle | Quarterly |
| New Indicator | Yes |
| Desired Performance | ICASA - National Consumer Commission collaborative framework for consumer protection |
| Indicator Responsibility | Elize Van Der Walt - General Manager: Compliance and Consumer Affairs |