



**SDBIP Assist** facilitates the management of organisational performance on a monthly or quarterly basis. It is an electronic tool that can be tailored to address the Municipality's performance management needs. This tool has been developed taking into account legislative requirements in South Africa and best practice experience. Multiple users can view and update the SDBIP at any given time. There is no need to collect data from departments as each department is responsible and accountable for the updating of their own performance information.

The term "Performance Management" seems to be one of those terms used frequently in the public and private sectors. But what is Performance Management and how can it assist in managing, monitoring and reporting on performance in your municipality?

Our Experience has shown that the different schools of thought have applied different jargon and methodologies to the term "performance management" which has resulted in very complex operational processes and systems creating much confusion and practical resistance to performance management being effectively implemented. Performance Management is a process and not a once-off event. It therefore requires the appropriate level of strategic guidance and commitment from the leadership team of the organisation.

To ensure the proper alignment (downward cascading) of performance (*Service Delivery*) requirements to meet the required outcomes it is imperative that a top down approach is followed. The leadership team of the municipality needs to ensure that all the strategic objectives for a specific financial year are included in the SDBIP (Service Delivery Budget Implementation Plan) for that year. Once this has been done the responsibility and accountability of meeting the set objectives must be assigned to the relevant directorates / Sub-Directorates / employees.



These employees, together with their respective teams will have the responsibility of ensuring that the performance indicators are met. Only once the organisational performance indicators have been assigned to the responsible employees, will those employees be in a position to downward cascade (align) the required actions to be undertaken by officials. The downward cascaded performance indicators and actions will form part of the Official's individual performance contract (performance matrix) that he / she will be measured on during his / her performance evaluation.

Key performance indicators are those activities/outcomes that an employee needs to achieve to enable him / her to confirm to the organisation that the required actions have been completed. The KPI's need to be Specific, Measurable, Achievable, Realistic, and Time-framed (SMART) and should contribute towards the organisation achieving its goals. All KPI's should be cascaded from the Top of the organisation down to the Bottom of the organisation and must be aligned to the Organisational Strategy.



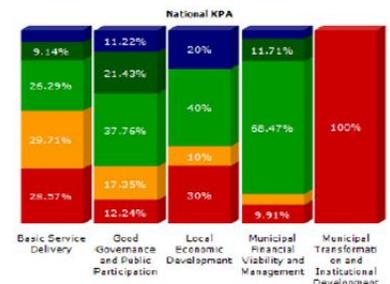
KPI Results		
KPI Result	Code	Explanation
KPI Not Met	R	0% <= (Target ÷ Actual) < 75%
KPI Almost Met	O	75% <= (Target ÷ Actual) < 100%
KPI Met	G	(Target ÷ Actual) = 100%
KPI Well Met	G2	100% < (Target ÷ Actual) < 150%
KPI Extremely Well Met	B	150% <= (Target ÷ Actual)
KPI Not Yet Measured	N/A	No target exists for the selected time period(s).

**The key features of the SDBIP Assist Module include:**



-  Easy, user friendly update process;
-  All data is maintained in one central database;
-  All data is real time and up-to-date all the time;
-  Officials can only access information if they have been given access to do so;
-  As part of the monthly updates responsible officials can be required to capture a performance comment and a recommended action if the performance target was not achieved;
-  The system allows for various types of performance calculations methods which are consistently applied;
-  Officials can gain access to the module through various means (e.g. desktop, laptop, tablet, smart phone etc.);
-  Users with the required level of user access are able to View the progress of organisational performance at any time, on any day;
-  Users with the required level of user access are able to Generate custom tabular and graphical reports at any time, on any day;
-  Automated logging of all activities in detailed activity logs;
-  Automated updating of Top Layer KPIs based on performance recorded for associated Departmental KPIs;
-  Automated closure of update time periods can be scheduled on the system;
-  The system accommodates for more than 1 (one) period closing per month;
-  Automated reminder notifications can be scheduled on the system;
-  Clearly defined User Access to ensure that users only have access to the KPIs and functionality they need;
-  Import and export functionality of financial information into and out of the system;
-  Ability to produce management dashboards through the reporting functionality for executive decision making;
-  Integrated electronic performance management system which can allow the Municipality to report instantly on Organisation and Individual Performance;
-  Clearly defines accountability and responsibility to officials that are responsible for updating the SDBIP;
-  Functionality to attach electronic Proof of evidence when performing the monthly updates;
-  Allows for the tracking of the NDP (National Development Plan) Objectives;

	Municipality	National KPA				
		Basic Service Delivery	Good Governance and Public Participation	Local Economic Development	Municipal Financial Viability and Management	Municipal Transformation and Institutional Development
 KPI Not Met	50 (18.2%)	30 (28.6%)	24 (12.2%)	3 (20%)	11 (9.8%)	2 (100%)
 KPI Almost Met	92 (18.8%)	52 (29.7%)	24 (17.2%)	1 (10%)	6 (5.4%)	-
 KPI Met	200 (40.5%)	46 (26.3%)	74 (37.8%)	4 (40%)	76 (68.5%)	-
 KPI Well Met	71 (14.4%)	16 (9.1%)	62 (21.4%)	-	13 (11.7%)	-
 KPI Extremely Well Met	40 (8.1%)	11 (6.2%)	22 (11.2%)	2 (20%)	5 (4.5%)	-
<b>Total:</b>	<b>494</b>	<b>173</b>	<b>196</b>	<b>10</b>	<b>111</b>	<b>2</b>



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