

SERVICE STANDARDS SCHEDULE

BUSINESS UNIT ARCHITECTURE

1. Administration
 - Office of the Minister
 - Strategic and Operational Management Support
 - Financial Management
2. Sustainable Resource Management
 - Public Policy Services
 - Fiscal Policy
 - Provincial Government Budgets
 - Local Government Budgets
 - Local Government Public Finance
 - Local Government Revenue and Expenditure (Group 1&2)
 - Provincial Government Public finance
 - Provincial Government Finance (Expenditure Management)
 - Infrastructure
 - Business Information and Data Management
3. Asset Management
 - Supply Chain Management: Provincial Government
 - Supply Chain Management: Local Government
 - Supporting and Interlinked Financial Systems
4. Financial Governance
 - Local Government Accounting
 - Provincial Government Accounting
 - Financial Governance

1. Administration

Business Unit	Services to internal clients	Service Standard
Office of the Minister	To provide ministerial support services.	Eighteen (18) engagements/ meetings attended to comply with statutory requirements and Consular Relations a year.
Management Services	To improve corporate management processes	Four (4) Reports on the Implementation of the HR Plan and Six (6) Performance management reports will be compiled for the financial year 2015/16 to contribute to zero material Human Resource and Management and Performance Management audit findings.
Financial Management	To provide financial administrative services to the Department	Twelve (12) IYM reports, four (4) Budget submissions and four (4) Corporate reports will be compiled for the financial year 2015/16 to contribute to zero material financial management audit findings

2. Sustainable Resource Management

Business Unit	Services	Client(s)	Service Standard
Fiscal Policy	To research and advise on the most appropriate fiscal policy approach for the Western Cape departments and municipalities, monitor revenue trends and advise on the sustainability and management of provincial and municipal funding sources.	Fourteen (14) Provincial Departments and 30 Municipalities (Local Government)	<ul style="list-style-type: none"> • Twenty (20) fiscal policy reports produced/ published • Four (4) research reports on the Provincial and Local Government Fiscal System • Four (4) Provincial Revenue reports • Eight (8) Cash Management Reports • Four (4) reports on the performance of the Western Cape Gambling and Racing Board
Provincial Government Budgets	To promote effective resource allocation within the provincial budget and its effective implementation through research, analysis and advice that informs budget policy and enables recommendations on budget allocations which reflect the priorities of government and are based on programme effectiveness.	Fourteen (14) Provincial Departments	<ul style="list-style-type: none"> • Publication of the Overview of Provincial Revenue and Expenditure by the end of March annually • Twenty Eight (28) Provincial Budget Policy Assessment Reports • Publication of the Provincial Economic Review and Outlook in October annually • Publication of the Medium Term Budget Policy Statement in November annually • Fifty Six (56) Reports that assesses the quarterly performance of all votes/ departments
Local Government Budgets	To promote effective resource allocation within the municipal budget and its effective implementation through research, analysis and advice that informs the preparation of municipal budgets to promote allocations which reflect the priorities of government and are based on programme effectiveness.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Thirty (30) municipal budget policy assessment reports • Assessment of 100% of the Quarterly Performance Reports received from municipalities • Publication of the Municipal Economic Review and Outlook in the October annually
Provincial Government Finance	Improve the conformance, credibility, sustainability of the provincial budget by assessing expenditure composition and trends within departments and table an approved Estimate of Provincial Revenue and Expenditure. To monitor the implementation of the budget by assessing conformance,	Fourteen (14) Provincial Departments	<ul style="list-style-type: none"> • Tabling of the Estimates of Provincial Revenue and Expenditure by end March annually • One (1) assessment report per vote for draft budget and One (1) assessment report per vote for final budget • One (1) Expenditure review • Four (4) Quarterly reports to Cabinet and Parliament on the implementation of the budget within 45 days after the end of the particular quarter or date determined by Parliament

Business Unit	Services	Client(s)	Service Standard
<p>Local Government Public Finance</p>	<p>accountability, data integrity, and efficiency.</p> <p>To improve municipal budgets through monitoring and support municipalities and municipal entities and to report on it monthly and quarterly.</p>	<p>Thirty (30) Municipalities</p>	<ul style="list-style-type: none"> • Three hundred and seventy two (372) IYM assessments conducted per year. • Thirty (30) Municipal budget assessment reports • Four (4) Quarterly MFMA implementation reports • One (1) annual efficiency assessment on selected municipal budget expenditure items
<p>Infrastructure</p>	<p>To instil WCIDMS-principles in departments to better deliver on planning, construction and maintenance of projects.</p>	<p>Fourteen (14) Departments</p>	<ul style="list-style-type: none"> • Five (5) assessments on the institutionalisation of the Western Cape Infrastructure Delivery Management System per year • Twenty eight (28) asset management plans assessed per year • Seventy two (72) Infrastructure expenditure reports assessed per year • Fourteen (14) User Asset Management Plan and Fourteen (14) Custodian Asset Management Plan assessment report annually • Five (5) Bi-annual infrastructure project delivery reports
<p>Business Information and Data Management</p>	<p>To render an effective data information management service by providing financial and performance information on a central repository to enable proper decision making and credible publications.</p>	<p>Internal – All Provincial Treasury components</p>	<ul style="list-style-type: none"> • Four (4) datasets managed • Three (3) budget process plans managed

3. Asset Management

Business Unit	Services	Client(s)	Service Standard
Supply Chain Management: Provincial Government	To provide policy direction and facilitating the management of supply chain and asset management practices through better procurement planning, capacity building, business process enhancement, for efficiency gains and enhancing relationships with suppliers.	Thirteen (13) Departments Suppliers	<ul style="list-style-type: none"> • Thirteen (13) Departments assisted to continuously improve management of supply chain and asset management systems • Thirteen (13) Supply Chain Management assessment reports annually • Three (3) interventions for strategic sourcing implementation • Four (4) Supplier engagement sessions to develop and educate suppliers
Supply Chain Management: Local Government	To provide policy guidance and facilitating the management of supply chain and asset management practices through better procurement planning, capacity building, business process enhancement, for efficiency gains and enhancing relationships with suppliers.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Thirty (30) Municipalities assisted to improve management of supply chain and assets • Twenty (22) Supply Chain Management and Moveable Asset Management Virtuous Cycle assessment reports • Five (5) Municipalities assisted with construction procurement planning • Ten (10) structured municipal training interventions • Thirteen (13) municipalities assisted with supplier database and asset management system integrated with FMS
Supporting and Interlinked Financial Systems	To provide for the implementation, management and oversight of provincially operated financial systems and the transition to new or replacement systems through training of users in accordance with their system profiles, effective user account management and the optimal utilisation of systems.	Fourteen (14) Departments	<ul style="list-style-type: none"> • Fourteen (14) votes assisted to effectively utilise the suite of financial system • One hundred and twenty five (125) institutions provided with effective user account management service • Compilation and implementation of a project plan for the migration to the IFMS • Fourteen (14) votes where the Integrated Procurement Solutions is implemented

4. Financial Governance

Business Unit	Services	Client(s)	Service Standard
Local Government Accounting	To improve the application of accounting standards and financial reporting within municipalities by providing support and training to municipalities.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Thirty (30) Municipalities supported to comply with the GRAP standards • Thirty (30) Municipalities assessed against the accounting reporting framework Assessment reports on the implementation of the accounting reporting framework • Six (6) Municipalities supported and monitored on SCOA implementation • Two (2) accounting support interventions • Financial assessment reports for all municipalities that submitted on Annual Financial Statements
Provincial Government Accounting	To improve the application of accounting practices in line with the reporting framework, prepare provincial consolidated financial statements and prepare for financial governance reform by training and building capacity within departments.	Fourteen (14) Departments	<ul style="list-style-type: none"> • Fourteen (14) votes assessed against the applicable accounting and norms and standards requirements • Five (5) Accounting training interventions • Publication of the Annual Consolidated Financial Statements (ACFS) one month after receipt of audited Annual Financial Statements • Four (4) Corporate Governance Review Outlook (CGRO) assessment reports coordinated per vote • Thirteen (13) interventions to institutionalise internal control within departments
Financial Governance	To develop, monitor and advise on norms and standards of corporate governance by supporting the development, implementation and enforcement of a generic set of corporate governance standards.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Thirty (30) municipalities assisted to improve corporate governance • Fifteen (15) municipal support interventions on BTO capacitation and development • Coordination of Municipal Governance Review Outlook (MGRO) assessment reports per municipality • Twenty (20) municipal support interventions on Governance, Risk and Control • Five (5) Municipalities supported with financial delegation framework and policies • Four (4) Legislative scanning reports