AFP PBS KPI Business Rulebook 2011-12

This document provides the business rules for Key Performance Indicators (KPIs) set in the AFP Portfolio Budget Statements for Outcome 1 for 2011-12

Outcome 1: Reduced criminal and security threats to Australia's collective economic and societal interests through co-operative policing services.

Last Updated: 25 November, 2011

PBS KPI Business Rulebook 2011-12

KPIs set in the AFP Portfolio Budget Statements

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National Security-Policing (Counter Terrorism, Aviation, Protection)

Program Level

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Aviation

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Program Level

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High Tech Crime Operations (HTCO)

KPI:29 Technology Crime Investigations: Percentage of time spent on high to very high impact cases
KPI:30 Technology Crime Investigations: Number of high to very high impact cases reaching court
KPI:31 Technology Crime Investigations: Percentage of cases before court which result in conviction
KPI:32 Percentage of AFP personnel having completing technology-related (Tier 1) training
KPI:33 Enhanced community awareness of technology crime

Program 1.1 National Security – Policing

KPI:1 Counter Terrorism (CT), Aviation, Protection	
Objective	Strong collaborative policing and cooperation within the national security and protection sector
Level	PBS Program 1.1 National Security - Policing
KPI	Level of overall external client/stakeholder satisfaction (% of clients satisfied or very satisfied)
Measure (Data value)	Percentage of external clients satisfied or very satisfied in their dealings with the AFP
Formula	$\frac{\text{Number of satisfied or very satisfied clients}}{\text{Clients responding to the overall satisfaction question}} \times 100\%$
Scope	Clients who were nominated by National Security functions (Aviation, Protection and CT)
Target	85%
Target justification	Consistent with 2010-11, which was an aggregation of previous individual targets: Aviation (90%), Protection (90%), CT (80%)
Data source	AFP Business Satisfaction Survey
Data item(s)	Overall satisfaction question
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMA, NMP, NMCT
Data owner	IABA
History	PBS KPI introduced 2010-11. Previously a PBS KPI at the function level.
Data quality	Dependent on the representativeness of the clients nominated by AFP business areas and the response rate
Comment	-

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Program 1.1 National Security - Policing

KPI:2 Counter Terrorism (CT)	
Objective	Prevent, disrupt and investigate terrorist activity against Australia and Australian interests both domestically and internationally.
Level	PBS Program 1.1 National Security - Policing - CT
KPI	Percentage of time spent on high to very high impact cases
Measure (Data value)	Percentage of time spent on high to very high impact cases
Formula	Hours attributed by CT staff to H/VH impact cases / Hours attributed by CT staff to L/M/H/VH impact cases x 100%
Scope	Includes hours worked and attributed by staff in CT cost centres to cases which have an impact rating under the CCPM for this FY
Target	95%
Target justification	Consistent with 2010-11. Most CT work is high impact by definition.
Data source	Corporate Reporting: Time Attribution cube
Data item(s)	Actual Hours Worked, IO Impact (historic), Cost Centre Function
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMCT
Data owner	IABA
History	PBS KPI introduced before 2006-07. Target initially 100% and changed to 95% in 2008-09
Data quality	Depends on the accuracy and completeness of Time Recording by CT staff, and on the consistent implementation of the CCPM
Comment	-

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Program 1.1 National Security - Policing

KPI:3 Counter Terrorism (CT)	
Objective	Prevent, disrupt and investigate terrorist activity against Australia and Australian interests both domestically and internationally.
Level	PBS Program 1.1 National Security – Policing - CT
KPI	Percentage of CT investigations that are preventative (not responsive)
Measure (Data value)	Percentage of CT investigations that are preventative (not responsive)
Formula	Number of preventative domestic cases / Total number of domestic cases x 100%
Scope	Include all active domestic terrorism investigations of specific Incident Type for current FYTD
Target	100%
Target justification	Consistent with 2010-11. By definition CT is preventative and can be assumed will be 100% unless an event occurs in Australia
Data source	CT
Data item(s)	IO Incident Type (current)
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NMCT
Data owner	CT
History	PBS KPI introduced 2009-10
Data quality	Depends on classification of case
Comment	-

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Program 1.1 National Security - Policing

KPI:4 Counter Terrorism (CT)	
Objective	Prevent, disrupt and investigate terrorist activity against Australia and Australian interests both domestically and internationally.
Level	Program 1.1 National Security – Policing - CT
KPI	Percentage of time spent on operational activity (versus capacity development activity)
Measure (Data value)	Percentage of CT time spent on operational activity (versus capacity development activity)
Formula	Hours attributed by CT staff to operational activity x 100% Total hours attributed by CT staff **Incident Types for Capacity Building:** TERRORISM INTERNATIONAL (for all Case Types except INVESTIGATION-CRIMINAL), INTERNATIONAL LIAISON, TRAGIC EVENT – PERSONAL, INTERNATIONAL VISIT, INTERNATIONAL LEA REQUESTS, INTERNATIONAL STRATEGIC LIAISON, AGENCY LIAISON & ASSISTANCE, FREEDOM OF INFORMATION REQUEST/REVIEW..., MANAGEMENT – COORDINATION, TRAINING, MANAGEMENT – REPORT, SECURITY OPERATIONS, MANAGEMENT – PROCEDURE, MANAGEMENT – ACCOUNTABILITY **Incident Types for Operational Activity:** All other Incident Types; TERRORISM INTERNATIONAL (where Case Type = INVESTIGATION-CRIMINAL)
Scope	Include hours worked and hours attributed by staff in CT cost centres to specific Incident Type for current FYTD.
Target	Operational Activity ≥75%
Target justification	Consistent with 2010-11
Data source	Corporate Reporting: Time Attribution cube
Data item(s)	Cost Centre Function, IO Incident Type (current), Case Case Type
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NMCT
Data owner	Performance Analysis
History	PBS KPI introduced 2009-10
Data quality	Depends on the accuracy and completeness of Time Recording by CT staff, and on the consistent classification of case incident types and case types.
Comment	-

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Program 1.1 National Security - Policing

KPI:5 Counter Terrorism (CT)	
Objective	Prevent, disrupt and investigate terrorist activity against Australia and Australian interests both domestically and internationally.
Level	Program 1.1 National Security – Policing - CT
KPI	Percentage of CT investigations that result in a prosecution, disruption or intelligence referral outcome
Measure (Data value)	Percentage of CT investigations that result in a prosecution, disruption or intelligence referral outcome
Formula	Finalised cases resulting in above outcome / Total number of finalised cases x 100%
Scope	All cases with a finalised outcome status for current FYTD
Target	90%
Target justification	Consistent with 2010-11. Most CT work is high impact by definition, and therefore investigation needs to be effective.
Data source	Corporate Reporting: National Cases cube
Data item(s)	Case Status Reason, Case Fin Year Finalised, Case Function Derived
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NMCT
Data owner	Performance Analysis
History	PBS KPI introduced 2009-10
Data quality	Reliant on application of definition of “disruption”
Comment	-

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Program 1.1 National Security - Policing

KPI:6 Aviation	
Objective	Prevent and respond to crime at Australia's major airports by providing the Airport Uniformed Operations Policing capability to perform a Counter-Terrorist first response and community policing role.
Level	Program 1.1 National Security – Policing - Aviation
KPI	Level of community confidence in the contribution of the AFP to aviation law enforcement and security (% of aviation network users satisfied or very satisfied)
Measure (Data value)	Percentage of aviation network users satisfied or very satisfied
Formula	Number of satisfied or very satisfied clients / Clients responding to the overall satisfaction question x 100%
Scope	Interview of the travelling public, departing from selected designated airports
Target	75%
Target justification	Consistent with 2010-11.
Data source	AFP Aviation Consumer Confidence Survey
Data item(s)	Overall satisfaction question
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NM Aviation
Data owner	Aviation
History	PBS KPI introduced 2008-09, target originally 70% and stepped up to 75% in 2010-11
Data quality	Response rates, third party execution of survey, specific events during survey period
Comment	Question order and placement within the instrument as well as contemporary security incidents have been shown to impact responses

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Program 1.1 National Security - Policing

KPI:7 Aviation	
Objective	Prevent and respond to crime at Australia's major airports by providing the Airport Uniformed Operations Policing capability to perform a Counter-Terrorist first response and community policing role.
Level	Program 1.1 National Security – Policing - Aviation
KPI	Proportion of resources used to undertake proactive and intelligence-led counter-terrorism, crime management, public order and first response operations
Measure (Data value)	Percentage of case time spent on prevention operations
Formula	Case time spent on prevention operations x 100% Total case time spent on all CAD incidents
Scope	Sum of "Create to Close" for Incidents for current FYTD
Target	70%
Target justification	Consistent with 2010-11
Data source	CAD Data
Data item(s)	Incident type, Create to Close time
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NM Aviation
Data owner	Aviation
History	PBS KPI introduced 2009-10
Data quality	Depends on the accuracy and timeliness of reporting, the consistent classification of incident type and other issues surrounding case length time utilisation
Comment	-

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Program 1.1 National Security - Policing

KPI:8 Aviation	
Objective	Prevent and respond to crime at Australia's major airports by providing the Airport Uniformed Operations Policing capability to perform a Counter-Terrorist first response and community policing role.
Level	PBS Program 1.1 National Security – Policing - Aviation
KPI	Response to aviation law enforcement and/or security incidents within priority response times
Measure (Data value)	Percentage of responses to incidents at a certain priority level made within benchmark times
Formula	Responses at priority level within time limit / Total incidents at priority level x 100%
Scope	Incidents at the 11 major Australian airports with an AFP presence
Target	Priority Target within time limit 1 75% within 5 minutes, 90% within 10 minutes 2 75% within 15 minutes, 90% within 20 minutes 3 75% within 90 minutes, 90% within 120 minutes 4 90% within 24 hours
Target justification	Consistent with 2010-11
Data source	CAD system
Data item(s)	Priority, creation and arrival times for incidents
Data frequency	Daily
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NM Aviation
Data owner	Aviation
History	PBS KPI introduced 2008-09; Priority 2 and 3 targets were originally 95% within 20 minutes and within 120 minutes.
Data quality	Dependent on accurate logging of incidents by CAD operators and timely advice by response patrols
Comment	Data validation done monthly by Aviation

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Program 1.1 National Security - Policing

KPI:9 Protection	
Objective	Ensure that individuals and interests, identified by the Commonwealth to be at risk, are kept safe from acts of terrorism, crime and issue-motivated violence.
Level	PBS Program 1.1 National Security – Policing - Protection
KPI	Percentage of time dedicated to preventative versus response activities (Uniform Protection)
Measure (Data value)	Percentage of Uniform Protection (UP) time spent on preventative (or responsive) activity
Formula	Hours attributed by UP staff to preventative activity x 100% / Total hours attributed by Uniform Protection staff
Scope	Preventative activities: Foot Patrol, Bike Patrol, Vehicle Patrol, Static, CCTV/Alarm Monitoring, K9 Activities, Targeted Activities. Response activities: Demonstrations, BAO Response, Incident Response, Alarm Response
Target	Preventative activity ≥80%
Target justification	New KPI; target set in 2011-12. Requirement to keep preventative activity high for effective Uniform Protection.
Data source	Station time attribution spreadsheets (Uniform Protection do not use Insight Time Attribution)
Data item(s)	A master spreadsheet is used by Protection Business Support to calculate totals. The table at the top of the tab "2011-12" should be used for calculation of the KPI (other tabs are station specific or used to produce graphs for our own reports).
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NMP
Data owner	Performance Analysis
History	PBS KPI introduced 2011-12
Data quality	
Comment	Care to be taken - do not alter any of the formulas in the report as this may affect the figures.

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Program 1.1 National Security - Policing

KPI:10 Protection	
Objective	Ensure that individuals and interests, identified by the Commonwealth to be at risk, are kept safe from acts of terrorism, crime and issue-motivated violence.
Level	PBS Program 1.1 National Security – Policing - Protection
KPI	Percentage of time dedicated to preventative versus response activities (Close Personal Protection)
Measure (Data value)	Percentage of Close Personal Protection (CPP) time spent on preventative activity
Formula	Hours attributed by CPP to preventative activity x 100% Total hours attributed by CPP
Scope	Preventative activities: Protect – CP Advance, Client Liaison, Training – Participant, Training – Delivery, Special Event Planning, Human Resources Administration, Admin, PDA Response activities: Protect – CPP, Travel, Surveillance, Operational Review, Operational Planning, Operational Monitoring.
Target	Preventative activity <40%
Target justification	New KPI; target set in 2011-12.
Data source	Corporate Reporting: Time Attribution cube
Data item(s)	Data Source: Partial Time Organisation Hierarchy: COMMISSR.DCNS.DCNS-OTPT1.5.PROT-NMP.PROT-MGRCP.PROT-COAUSDP, COMMISSR.DCNS.DCNS-OTPT1.5.PROT-NMP.PROT-MGRCP.PROT-CORFDP Columns: Date Worked Rows: Actual Hours Worked, Activity
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NMP
Data owner	Performance Analysis
History	PBS KPI introduced 2011-12
Data quality	Dependent on identification of correct Activity Types in Insight Time Recording by CPP members
Comment	Export the table as per above then group activities into "Prevention" and "Response" in Excel as per Scope.

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Program 1.1 National Security - Policing

KPI:11 Protection	
Objective	Ensure that individuals and interests, identified by the Commonwealth to be at risk, are kept safe from acts of terrorism, crime and issue-motivated violence.
Level	PBS Program 1.1 National Security – Policing - Protection
KPI	Number of avoidable incidents per 5,000 hours
Measure (Data value)	Number of avoidable incidents per 5,000 hours
Formula	Count of avoidable incidents / 5,000 Hours attributed by Close Personal Protection staff.
Scope	Avoidable incidents are defined as incidents that could have been avoided through physical action, intervention or reasonable intelligence, that result in death, injury or loss of dignity or embarrassment to those individuals and interests identified by the Commonwealth Government or the AFP as being at risk.
Target	Avoidable incidents<4
Target justification	New KPI; target set in 2011-12
Data source	Corporate Reporting CasesNoteNat Cube, Time Attribution Cube
Data item(s)	Case Incident Type: PROTECTION - AUSTRALIAN OFFICE HOLDER, PROTECTION - NON AUSTRALIAN OFFICE HOLDER. Casenote Type: PROTECTION INCIDENT, PROTECTION AVOIDABLE INCIDENTS, PROTECTION MOVEMENTS. Actual Hours Worked
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS NMP
Data owner	Performance Analysis
History	PBS KPI introduced 2011-12; Previous related KPI was CPP avoidable incidents per 1,000 movements with target of <5 (2008-09)
Data quality	
Comment	

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Program 1.2 International Deployments

KPI:12 International Deployment Group	
Objective	Provide, on behalf of the Australian Government, policing support to contribute to enhanced rule of law internationally.
Level	PBS Program 1.2 International Deployments
KPI	Level of international client/stakeholder satisfaction (% of clients satisfied or very satisfied)
Measure (Data value)	Percentage of international clients satisfied or very satisfied in their dealings with the AFP
Formula	Number of satisfied or very satisfied clients / Clients responding to the overall satisfaction question x 100%
Scope	International clients who were nominated by IDG
Target	80%
Target justification	Consistent with 2010-11. Has been modified over years to reflect realistic target based on historical data. Originally 75% in 2008-09. Changed to 80% in 2010-11.
Data source	AFP Business Satisfaction Survey
Data item(s)	Overall satisfaction question
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMIDG
Data owner	Performance Analysis
History	PBS KPI introduced 2006-07
Data quality	Dependent on the representativeness of the clients nominated by AFP business areas and the response rate
Comment	-

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Program 1.2 International Deployments

KPI:13 International Deployment Group	
Objective	Provide, on behalf of the Australian Government, policing support to contribute to enhanced rule of law internationally.
Level	PBS Program 1.2 International Deployments
KPI	Level of Australian client/stakeholder satisfaction (% of clients satisfied or very satisfied)
Measure (Data value)	Percentage of Australian clients satisfied or very satisfied in their dealings with the AFP
Formula	Number of satisfied or very satisfied clients / Clients responding to the overall satisfaction question x 100%
Scope	Clients who were nominated by IDG
Target	85%
Target justification	Consistent with 2010-11. Has been modified over years to reflect realistic target based on historical data. Originally 90% prior to 2009-10.
Data source	AFP Business Satisfaction Survey
Data item(s)	Overall satisfaction question
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMIDG
Data owner	Performance Analysis
History	PBS KPI introduced 2006-07
Data quality	Dependent on the representativeness of the clients nominated by AFP business areas and the response rate
Comment	-

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Program 1.2 International Deployments

KPI:14 International Deployment Group	
Objective	Provide, on behalf of the Australian Government, policing support to contribute to enhanced rule of law internationally.
Level	PBS Program 1.2 International Deployments
KPI	Quality assurance review feedback from internal and external reviews
Measure (Data value)	Positive quality assurance review feedback from internal and external reviews
Formula	-
Scope	Reviews of IDG
Target	Positive feedback
Target justification	Consistent with 2010-11; indicates achievement or best practice relative to external agencies or improvements internally
Data source	Review reports
Data item(s)	Feedback questions
Data frequency	Ad hoc
Reporting frequency	Quarterly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMIDG
Data owner	IDG
History	PBS KPI introduced 2009-10
Data quality	-
Comment	-

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Program 1.2 International Deployments

KPI:15 International Deployment Group	
Objective	Provide, on behalf of the Australian Government, policing support to contribute to enhanced rule of law internationally.
Level	PBS Program 1.2 International Deployments
KPI	Milestones in the University of Queensland project: Measuring the impact of IDG's contribution to peace operations and international capacity building
Measure (Data value)	-
Formula	-
Scope	-
Target	Implementation
Target justification	Reflects the project timeline
Data source	IDG
Data item(s)	Project progress
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMIDG
Data owner	IDG
History	This project began in 2008. Milestones have been tracked in the PBS since 2009-10
Data quality	-
Comment	-

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Program 1.2 International Deployments

KPI:16 International Deployment Group	
Objective	Provide, on behalf of the Australian Government, policing support to contribute to enhanced rule of law internationally.
Level	PBS Program 1.2 International Deployments
KPI	Percentage of mission resources committed to countries with rule-of-law indicators below the international median
Measure (Data value)	Percentage of mission resources committed to countries with rule of law indicators below the international median (based on annual figures published by the World Bank and Fund for Peace)
Formula	Missions are allocated to one of two groups (above or below the median) according to their Rule of Law score. YTD finance figures for mission costs are then attributed to each of the groups. The result is converted to a proportion to indicate the amount of resources are directed to countries below the International median
Scope	Includes all IDG missions
Target	80%
Target justification	Consistent with 2010-11. The target reflects that the majority of IDG's resources are directed to countries that will receive the most benefit from capacity building of police services
Data source	IDG Finance World Bank Governance Indicators, Rule of Law Index
Data item(s)	IDG finance figures by mission Rule of Law score
Data frequency	Monthly finance figures Annual Rule of Law scores
Reporting frequency	Quarterly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMIDG
Data owner	IDG
History	PBS KPI introduced 2010-11
Data quality	-
Comment	-

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Program 1.2 International Deployments

KPI:17 International Deployment Group	
Objective	Provide, on behalf of the Australian Government, policing support to contribute to enhanced rule of law internationally.
Level	PBS Program 1.2 International Deployments
KPI	Percentage of mission resources committed to countries in the Asia-Pacific region
Measure (Data value)	Percentage of mission resources committed to countries in the Asia–Pacific region
Formula	YTD finance figures for missions costs are used to calculate the proportion of resources committed to the Asia-Pacific region
Scope	Includes all IDG missions in the Asia-Pacific region. Asia-Pacific includes Timor-Leste, Solomon Islands, Cambodia, Tonga, Vanuatu, TLPDPD, PPDP Nauru, PNG, Samoa, and PPDP multi (Marshall Islands, Cook Islands, Federated States of Micronesia, Palau, Tuvalu, Kiribati, and Niue). Non Asia-Pacific includes Afghanistan, Sudan and Cyprus
Target	85%
Target justification	Consistent with 2010-11. The target reflects that the majority of IDG's resources are committed to Australia's neighbouring region.
Data source	IDG Finance
Data item(s)	IDG finance figures by mission
Data frequency	Monthly
Reporting frequency	Quarterly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCNS, NMIDG
Data owner	IDG
History	PBS KPI introduced 2010-11
Data quality	-
Comment	-

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Program 1.3 Operations - Policing

KPI:18 Crime Program	
Objective	Employ a multi-dimensional, multi-disciplinary approach to the fight against Commonwealth crime
Level	PBS Program 1.3 Operations – Policing – All Functions
KPI	Level of external client/stakeholder satisfaction (% of clients satisfied or very satisfied)
Measure (Data value)	Percentage of external clients satisfied or very satisfied in their dealings with the AFP
Formula	Number of satisfied or very satisfied clients / Clients responding to overall satisfaction question x 100%
Scope	Clients nominated by Crime Program
Target	80%
Target justification	Consistent with prior satisfaction targets within the Criminal Investigations program
Data source	AFP Business Satisfaction Survey
Data item(s)	Overall satisfaction question
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO NMSOC NMCO
Data owner	IABA
History	PBS KPI re-introduced 2010-11. Previously a PBS KPI at the function level.
Data quality	Dependent on the representativeness of the clients nominated by AFP business areas and the response rate
Comment	-

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Program 1.3 Operations - Policing

KPI:19 Crime Program	
Objective	Employ a multi-dimensional, multi-disciplinary approach to the fight against Commonwealth crime
Level	PBS Program 1.3 Operations – Policing – SOC
KPI	Percentage of serious and organised crime operations conducted under joint agency agreements
Measure (Data value)	Percentage of serious and organised crime operations conducted under joint agency agreements (JAA)
Formula	Number of SOC ops conducted under JAAs / Total number of SOC operations conducted x 100%
Scope	All operations conducted
Target	55%
Target justification	Annual 5% point increases set from 2010-11
Data source	Crime Program Corporate Reporting
Data item(s)	Cases with joint agency agreements
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO NMSOC
Data owner	SOC
History	PBS KPI introduced 2010-11 with target of 50%
Data quality	-
Comment	SOC determines which operations are under a formal JAA

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Program 1.3 Operations - Policing

KPI:20 Crime Program	
Objective	Employ a multi-dimensional, multi-disciplinary approach to the fight against Commonwealth crime
Level	PBS Program 1.3 Operations – Policing – All Functions
KPI	Return on investment for investigation of transnational crime
Measure (Data value)	Calculated using Estimated Financial Return (EFR) and Drug Harm Index (DHI) measures
Formula	Benefit/Cost
Scope	Current drug and economic investigations
Target	>1.0
Target justification	Consistent with 2010-11
Data source	DHI, EFR, Time Recording
Data item(s)	Actual Hours Worked, Legal Process Costs, Detainment Costs, EFR, DHI
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO, NMSOC, NMCO
Data owner	IABA
History	PBS KPI introduced 2010-11
Data quality	Data value can only ever approximate actual return due to complexity of parameters
Comment	This KPI may be expanded over time to include additional indexes related to other crime types within Crime Program. For further detail see rulebook entries regarding the EFR and DHI.

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Program 1.3 Operations - Policing

KPI:20A Crime Program	
Objective	AFP Drug Harm Index (DHI)
Level	Business Plan: contributes to PBS KPI 1.3.4 Return on Investment
KPI	Drug Harm Index *(This index contributes to KPI20, ROI above)*
Measure (Data value)	Dollar value of harm potentially avoided through seizure of illicit drugs and precursors at the border
Formula	($1,009,000 x Heroin seizure weight (kg) + $263,000 x ATS seizure weight (kg) + $461,000 x Cocaine seizure weight (kg) + $336,000 x Sedative seizure weight (kg) + $8,000 x Cannabis seizure weight (kg) + $208,000 x Precursor seizure weight (kg))/1,000,000
Scope	All seizures of the above drug types in current financial year
Target	None Set
Target justification	N/A
Data source	Corporate Reporting: Drug Seizures cube
Data item(s)	DHI 2009 Value
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO NMCO NMSOC
Data owner	IABA
History	DHI updated in 2009
Data quality	Dependent on drug seizure weight and type accuracy
Comment	Refer to the McFadden reports: J08031 Review of the Australian Federal Police (AFP) Drug Harm Index, February 2009 PO431 Benefit cost analysis of the Australian Federal Police Drug Law Enforcement, July 2009

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Program 1.3 Operations - Policing

KPI:20B Crime Program	
Objective	AFP Estimated Financial Return (EFR)
Level	Business Plan: contributing to PBS KPI 1.3.4 Return on Investment
KPI	Estimated Financial Return *(This index contributes to KPI20, ROI above)*
Measure (Data value)	The economic impact of the successful fraud investigations on the Australian community
Formula	3.1 x initial case value of relevant finalised cases + 2.3 x initial case value of relevant cases reaching DPP
Scope	All cases with Economic incident type: CORRUPTION; CORPORATE OR BANKRUPTCY; COUNTERFEIT CURRENCY; FRAUD; MONEY LAUNDERING AND FTRA; TRANSNATIONAL – ECONOMIC; CIVIL PROCEEDING; IDENTITY CRIME; MONEY LAUNDERING
Target	None Set
Target justification	N/A
Data source	Corporate Reporting: National Cases cube
Data item(s)	EFR II = 3.1 (finalised cases); EFR II = 2.3 (cases reaching DPP)
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO NMCP NMSOC
Data owner	IABA
History	Development began in 2008
Data quality	
Comment	Refer to the McFadden reports: P09053 Review of the Australian Federal Police (AFP) Estimated Financial Return, December 2009 P10018 Benefit cost analysis of Australian Federal Police Economic Crime Investigations, June 2010

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Program 1.3 Operations - Policing

KPI:21 Crime Program	
Objective	Employ a multi-dimensional, multi-disciplinary approach to the fight against Commonwealth crime
Level	PBS Program 1.3 Operations – Policing – All Functions
KPI	Percentage of cases targeting the criminal economy
Measure (Data value)	% Crime Program (CP) Investigation cases with financial support case
Formula	CP investigation cases with financial support case / Number of CP investigation cases x 100%
Scope	All CP investigation cases on hand and finalised in current FYTD
Target	20%
Target justification	Annual 5% point increases set from 2010-11
Data source	Corporate Reporting: National Cases cube, National Cases (Support) cube
Data item(s)	Support Type (Investigation – Financial, POCA Action), Case Function Derived, Support Status reason, Support Date Reported
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO, NMCO NMSOC
Data owner	IABA
History	PBS KPI introduced 2010-11
Data quality	-
Comment	-

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Program 1.3 Operations - Policing

KPI:22 Crime Program	
Objective	Employ a multi-dimensional, multi-disciplinary approach to the fight against Commonwealth crime
Level	PBS Program 1.3 Operations – Policing – All Functions
KPI	Assets Restrained
Measure (Data value)	Increased movements in value above the previous five-year average
Formula	Assets restrained > $31,610,028
Scope	Increased movements in value above the previous five-year average
Target	The target 'Increase' in assets restrained will reflect increased movements in value above the previous five-year average.
Target justification	Set based on 2010-11 assets restrained, to be assessed in time
Data source	Corporate Reporting: POCA Cube
Data item(s)	Asset Estimated Recovery, Asset Status Fin Year (restrained), Asset Status Fin Year (seized where restrained date not entered)
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO, NMCO, NMSOC
Data owner	IABA
History	New PBS KPI in 2011-12
Data quality	-
Comment	-

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Program 1.3 Operations - Policing

KPI:23 Crime Program	
Objective	Employ a multi-dimensional, multi-disciplinary approach to the fight against Commonwealth crime
Level	PAES Program 1.3 Operations – Policing – All Functions
KPI	Percentage of cases before court that result in a conviction
Measure (Data value)	Percentage of cases before court that result in a conviction
Formula	$\frac{\text{Number of finalised cases resulting in conviction}}{\text{Total finalised cases reaching court}} \times 100\%$
Scope	All Crime Program (CP) finalised cases reaching court
Target	90%
Target justification	Consistent with 2010-11
Data source	Corporate Reporting: National Cases cube
Data item(s)	Case status reason (Court Conviction or Proven Without Conviction, Court Discharged), Case date finalised, case function derived
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCO, NMCO, NMSOC
Data owner	IABA
History	PBS KPI introduced 2008-09, Withdrawn 2010, re-introduced 2011-12
Data quality	Reliant on accuracy of case status reason
Comment	-

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Program 1.4 Close Operational Support

KPI:24 FDC, HTCO, Intel, Ops Support	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support – All Functions
KPI	Level of external client/stakeholder satisfaction (% of external clients satisfied or very satisfied)
Measure (Data value)	Percentage of external clients satisfied or very satisfied in their dealings with the AFP
Formula	Number of satisfied or very satisfied clients / Clients responding to overall satisfaction question x 100%
Scope	Clients who were nominated by Close Operations Support functions (FDC, HTCO, Intel, Ops Support)
Target	85%
Target justification	Up from 80% in 2010-11 in accordance with progression set in 2009-10
Data source	AFP Business Satisfaction Survey
Data item(s)	Overall satisfaction question
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, NMFDC, NMHTCO, NM Intel, NM Support
Data owner	IABA
History	PBS KPI introduced 2009-10. Previously a PBS KPI at the function level (e.g. HTCO 2008-09 80% target) .
Data quality	Dependent on the representativeness of the clients nominated by AFP business areas and the response rate
Comment	

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Program 1.4 Close Operational Support

KPI:25 Forensic and Data Centres (FDC)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - FDC
KPI	National Association of Testing Authorities Accreditation (ISO 17025) in all relevant forensic disciplines
Measure (Data value)	Maintained
Formula	-
Scope	-
Target	Maintained
Target justification	Industry standard; Consistent with 2010-11.
Data source	NATA
Data item(s)	-
Data frequency	Annual
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, NMFDC
Data owner	FDC
History	PBS KPI introduced 2009-10
Data quality	-
Comment	-

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Program 1.4 Close Operational Support

KPI:26 Forensic and Data Centres (FDC)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - FDC
KPI	Provision of timely technical intelligence to the AFP and partner agencies (% of responses within five business days)
Measure (Data value)	Percentage of intelligence requests responded to in under 5 days
Formula	$\frac{\text{Number of intelligence requests responded in 5 days}}{\text{Total number of intelligence requests}} \times 100\%$
Scope	Intelligence requests responded to in current financial year
Target	90%
Target justification	Consistent with 2010-11
Data source	LIMS database
Data item(s)	Work requests, date received
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, FDC
Data owner	FDC
History	PBS KPI introduced 2010-11
Data quality	Dependent on data recording
Comment	-

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Program 1.4 Close Operational Support

KPI:27 Forensic and Data Centres (FDC)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - FDC
KPI	Number of forensic service requests completed
Measure (Data value)	Number of forensic General service requests completed from AUP, ACTPol and National cases
Formula	Based on charting software with 95 % control limits
Scope	General Service requests completed by FDC in current FY
Target	Within 95% control limits
Target justification	Consistent with 2010-11
Data source	Corporate Reporting: Forensic Unique General Service Requests By Discipline – Service Requests Created cube
Data item(s)	Unique Service Requests Completed, Domain Function, Month
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, FDC
Data owner	FDC
History	PBS KPI introduced 2010-11, with data provided by FDC from the LIMS database. New data cubes implemented in Corporate Reporting in 2011-12.
Data quality	Based on accuracy of information supplied
Comment	-

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Program 1.4 Close Operational Support

KPI:28 Forensic and Data Centres (FDC)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - FDC
KPI	Offshore capacity building projects (% of scheduled deliverables completed)
Measure (Data value)	% of scheduled deliverables completed
Formula	% of deliverables completed based on progress and completion status
Scope	Deliverables as identified in the PBS
Target	80%
Target justification	Based on project management plans; Consistent with 2010-11
Data source	FDC
Data item(s)	-
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, FDC
Data owner	FDC
History	PBS KPI introduced 2010-11
Data quality	Dependent on ability to assess completion progress
Comment	-

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Program 1.4 Close Operational Support

KPI:29 High Tech Crime Operations (HTCO)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - HTCO
KPI	Technology Crime Investigations: Percentage of time spent on high to very high impact cases
Measure (Data value)	Technology crime investigations: Percentage of time spent on high to very high impact cases
Formula	$\frac{\text{Hours attributed by HTCO staff to VH/H impact cases}}{\text{Hours attributed by HTCO staff to L/M/H/VH impact cases}} \times 100\%$
Scope	Include actual hours worked, hours attributed by staff in HTCO cost centres, hours attributed to cases which have an impact rating under the CCPM for this FY
Target	80%
Target justification	Consistent with previous years
Data source	Corporate Reporting: Time Recording cube
Data item(s)	Actual Hours Worked, IO Impact (historic), Cost Centre Function
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, NMHTCO
Data owner	IABA
History	PBS KPI introduced 2008-09 with a target of 80%
Data quality	Depends on the accuracy and completeness of Time Recording by HTCO staff, and on the consistent implementation of the CCPM
Comment	This KPI was previously used by several functions across the AFP, but since 2010-11 only used by CT and HTCO at the PBS level.

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Program 1.4 Close Operational Support

KPI:30 High Tech Crime Operations (HTCO)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - HTCO
KPI	Number of high to very high impact cases reaching court
Measure (Data value)	Technology crime investigations: Number of high to very high impact cases reaching court
Formula	Number of high and very high impact cases reaching court
Scope	All high and very high impact cases reaching court
Target	70
Target justification	Increase in target of 10 cases/year from 60 in 2009-10
Data source	Corporate Reporting: National Cases Cube
Data item(s)	IO Impact (historic), Case Function, Date reached court
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, NMHTCO
Data owner	IABA
History	PBS KPI introduced 2010-11
Data quality	-
Comment	-

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Program 1.4 Close Operational Support

KPI:31 High Tech Crime Operations (HTCO)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - HTCO
KPI	Percentage of cases before court resulting in conviction
Measure (Data value)	Technology crime investigations: Percentage of finalised cases before court which result in conviction
Formula	$\frac{\text{Number of finalised cases resulting in conviction}}{\text{Total finalised cases before court}} \times 100\%$
Scope	All HTCO finalised cases reaching court
Target	90%
Target justification	Consistent with 2010-11
Data source	Corporate Reporting: National Cases cube
Data item(s)	Case status reason (Court Conviction or Proven Without Conviction, Court Discharged), Case date finalised, case function derived
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, NMHTCO
Data owner	IABA
History	PBS KPI introduced 2008-09
Data quality	Reliant on accuracy of case status reason
Comment	-

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Program 1.4 Close Operational Support

KPI:32 High Tech Crime Operations (HTCO)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - HTCO
KPI	Percentage of AFP personnel having completing technology-related (Tier 1) training
Measure (Data value)	Percentage of AFP personnel completing technology related (tier 1) training.
Formula	Members who have completed the training modules x 100% Number of AFP Staff as at 30 June 2012
Scope	All members of the AFP
Target	40%
Target justification	Increase by 20% from 20% in 2010-11. Training is mandatory for AFP members, and is important for members to understand technology and its impact on different crime types
Data source	Learning and Development, via HTCO Business Delivery
Data item(s)	Where the *Members who have completed modules* is the number of AFP members (sworn or unsworn) who have, at any time: - Completed the TEC Tier 1 training modules; - Completed the TEC Tier 1 training trial; or - Completed the TEC Tier 1 training modules on the old system. *Number of AFP staff* is the total number of AFP staff listed in the most recent AFP Annual Report, as at 30 June
Data frequency	Monthly
Reporting frequency	Bi-monthly
Report	PBMC, SLG, Annual Report
Performance owner	DCCOS, NMHTCO
Data owner	HR
History	PBS KPI introduced 2010-11
Data quality	-
Comment	May change scope to include all training provided by HTCO, not just TEC (Tier 1)

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Program 1.4 Close Operational Support

KPI:33 High Tech Crime Operations (HTCO)	
Objective	This program will provide specialist support to the three AFP national security and operations programs, particularly to address advancements in technology and science.
Level	PBS Program 1.4 Close Operational Support - HTCO
KPI	Enhanced community awareness of technology crime
Measure (Data value)	% of surveyed sample indicating increased awareness or reinforcement of awareness post delivery of presentations
Formula	$\frac{\text{\#answers indicating increased or reinforced awareness}}{\text{Total number of answers}} \times 100\%$
Scope	All participants in HTCO presentations Questions relating to Better Understanding, Young People Reporting, Young People Risk Awareness
Target	80%
Target justification	Consistent with 2010-11
Data source	HTCO
Data item(s)	Post presentation survey question
Data frequency	Ad Hoc – dependent of frequency of presentations.
Reporting frequency	Bi-monthly
Report	AFP-OC, SLG, Annual Report
Performance owner	DCCOS, NMHTCO
Data owner	HTCO
History	PBS KPI introduced 2009-10
Data quality	Depends on the return rate of the questionnaires
Comment	-

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