

# PERFORMANCE REVIEW

4<sup>th</sup> Quarter Report

Spectrum Management Authority

1/May/2014

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## **PURPOSE**

The purpose of this performance review is to highlight the operational achievements of the Spectrum Management Authority (“SMA”, “the Authority”) for the fourth Quarter of the 2013/14 Fiscal Year (FY).

## **MISSION**

“To ensure the efficient management of Jamaica’s radio frequency spectrum in keeping with international best practices and in the interest of social, economic and technological development.”

## **ROLE AND FUNCTIONS OF SMA**

**Role:** The SMA was established by the Telecommunications Act 2000 as the regulatory body responsible for managing the radio frequency spectrum.

The **core functions** of the Authority are:

- ✓ Planning the use of the spectrum and allocating frequencies in a way which will minimize interference.
- ✓ Monitoring users of the radio spectrum to ensure compliance and minimize interference.
- ✓ Licensing new users of the spectrum.
- ✓ Collection of spectrum licence fees which are remitted to the Government’s Consolidated Fund.
- ✓ Proactive monitoring of the spectrum to identify and eliminate cases of interference reported by spectrum users.
- ✓ Providing advice to the Government both with respect to policy and legal issues concerning the spectrum.

## **PRIORITY TARGETS FOR FY 2013/14 AND BUDGETARY ALLOCATION**

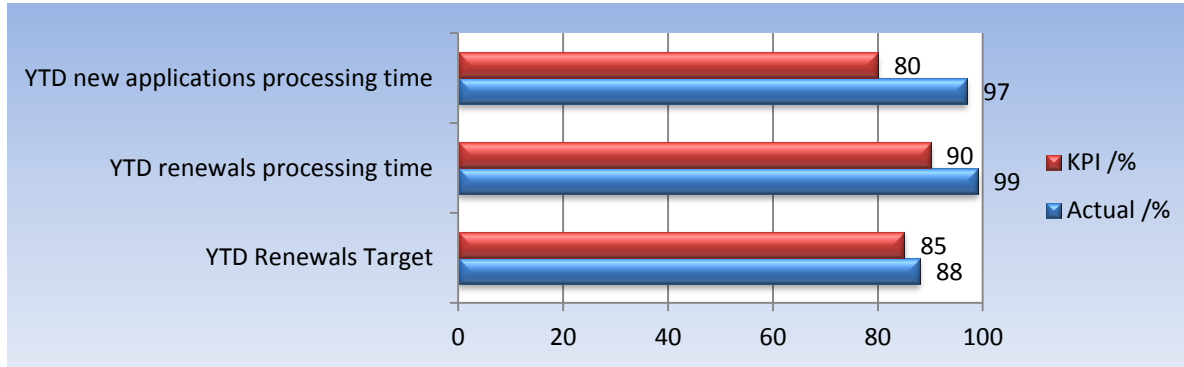
The Authority established targets for its core and support activities for the FY 2013/14 (see Appendix 1). The Authority’s Key Performance Indicators (KPI) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

## HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

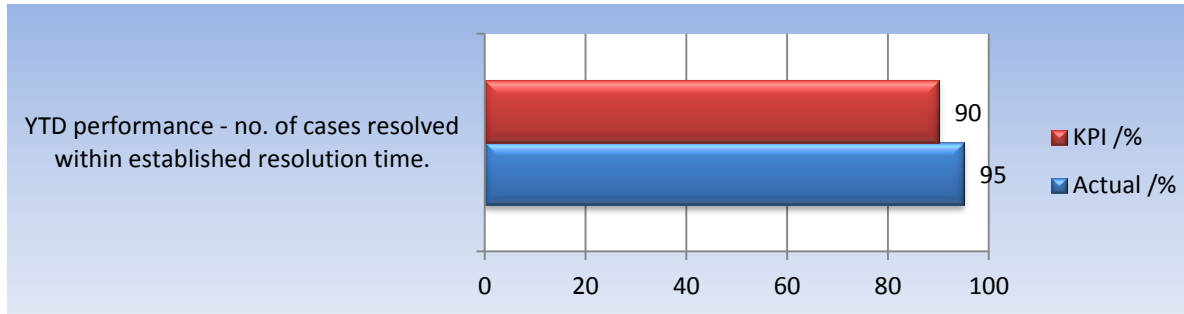
Below is a snapshot of the SMA’s performance as it relates to the core operational activities.

### Core Operational Performance Dashboard

#### LICENSING



#### INTERFERENCE RESOLUTION



## Licensing

### Processing time for new Applications

#### Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Jan – Mar	KPI Jan – Mar	Variance	Actual Apr – Mar	KPI Apr – Mar	Variance
% of new appl. processed within service standards	98%	80%	18%	97%	80%	17%

For the 2013/14 FY, 19 applications were brought forward from the previous FY; the SMA received 167 applications, granted 156, and issued 152. Of the 156 licences granted, 151 were processed within their respective standard processing time. Please note that licences are only issued upon payment of requisite fees.

## Renewal Licences

### Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Jan – Mar	KPI Jan – Mar	Variance	Actual Apr – Mar	KPI Apr – Mar	Variance
Number of Licences Renewed	48	47	1	365	354	11
No. of licences renewed within the service standards.	48	43	5	362	329	33

Actual renewal of 365 represented a performance rate of 88%. The target was 414 existing licences, of which there were 16 cancellations, and 18 additions; which had a plus 2 net effect on the target of 414 bringing it to 416. The performance rate was above the Authority's **KPI of 85% or 354 (85% of 416) licences for renewals.** *Note that licences are only renewed after receipt of payment.* Of the 365 licences renewed, 362 or approximately 99% was processed within the established processing standard. **The KPI for this activity is 90% or 329 (90% of 365).**

### Summary of Renewal Licensing Activities as at 2013 Mar 31

Particulars	April – Jun 2013	July – Sept. 2013	Oct – Dec 2013	Jan – Mar 2014	Apr – Mar 2013(YTD)
<b>Renewal Target</b>	<b>215</b>	<b>58</b>	<b>86</b>	<b>55</b>	<b>414</b>
Additions	6	2	3	7	18
Cancelled	-4	-2	-3	-7	-16
<b>Renewable Amount</b>	<b>217</b>	<b>58</b>	<b>86</b>	<b>55</b>	<b>416</b>
<b>Granted/Approved</b>	<b>206</b>	<b>48</b>	<b>64</b>	<b>47</b>	<b>365</b>
<b>Issued</b>	<b>206</b>	<b>48</b>	<b>64</b>	<b>47</b>	<b>365</b>

## Interference Management

As at 2014 March 31, the SMA investigated 21 cases of interference reports for the FY. Of the 21 cases investigated, 5 were brought forward from the previous FY. As at the end of the FY, 20 of the 21 cases investigated were resolved. *Investigations are still in progress on the pending case.* Of the 20 cases resolved, 19 were within their established standard, which resulted in a performance rating of 95%, which was above the **KPI of 90% for time taken to resolve interferences.**

**APPENDIX 1****CORE OPERATIONAL TARGETS**

The following represents corporate core operational and quality of service targets established for the 13/14 FY

No.	Particulars	Targets	Key Performance Indicator (KPI)
<b>1.0</b>	<b>RENEWAL LICENCES</b>	<b>423 Licences</b>	<b>85% of target</b>
<b>2.0</b>	<b>INTERFERENCE MANAGEMENT</b>		
2.1	<i>All interference resolved as per, performance standards set out below:</i>		
	External influence, readily identifiable	15 business days	
	External influences, not readily identifiable	75 business days	
2.2	To respond to major cases requiring substantial modifications to networks & systems - <b>as per agreed schedule with client(s) involved</b>	<b>Resolve all reported cases</b>	<b>85% of target</b>
2.3	Interference report acknowledged within 24 hours and resolution framework established with client.	<b>100% of cases</b>	<b>100% of cases</b>

**QUALITY OF SERVICE TARGETS**

No.	Particulars	Standard Per Business Days	Key Performance Indicator (KPI)
<b>1.0</b>	<b><u>LICENSING</u></b>		
	<i>New</i> - Maintain processing times as per agreed standards.		
	Aeronautical	<b>15</b>	
	Alien Amateur	<b>15</b>	
	Citizens Band	<b>15</b>	
	Non-spectrum certification	<b>15</b>	
	Other Non-spectrum certification	<b>12</b>	
	Private Radio	<b>30</b>	
	Temporary Licence for Maritime	<b>1</b>	
	Permanent Licence for Maritime	<b>3</b>	
	Maritime ( <b>None MAJ</b> )	<b>15</b>	
	Custom Detention Notices	<b>1</b>	
	VSAT	<b>25</b>	
	Percentage of new applications processed within service standard.		<b>80%</b>
	<i>Renewal</i>		
	Maintain processing times as per agreed standard.	<b>5</b>	<b>90%</b>
<b>2.0</b>	<b><u>INTERFERENCE</u></b>		
	% of interference cases resolve as per standard above.	<b>100%</b>	<b>90%</b>

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