

QUARTERLY PERFORMANCE REVIEW

1st Quarter (Apr – June 2014)

Spectrum Management Authority

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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 first (1st) quarter of the current Fiscal Year (FY) 2014/15.

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 2014/15 AND BUDGETARY ALLOCATION

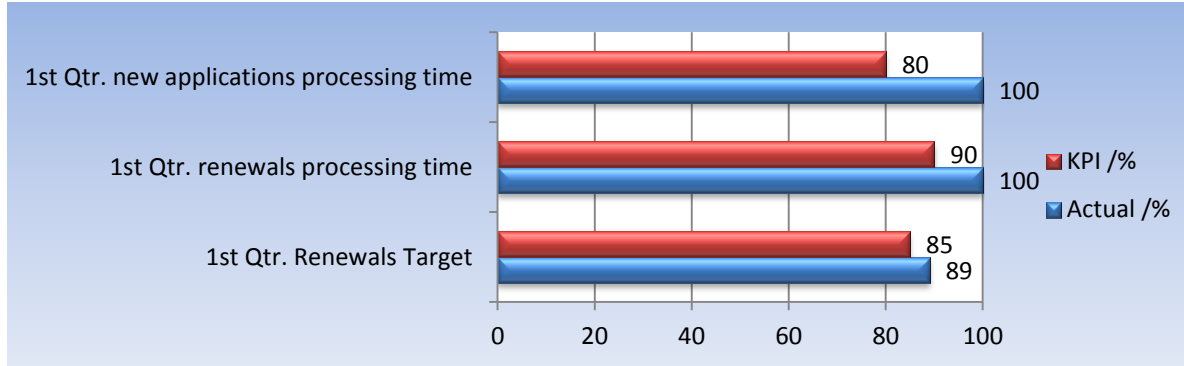
The Authority established targets for its core and support activities for the FY 2014/15 (see Appendix 1). The Authority’s Key Performance Indicators (KPI) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

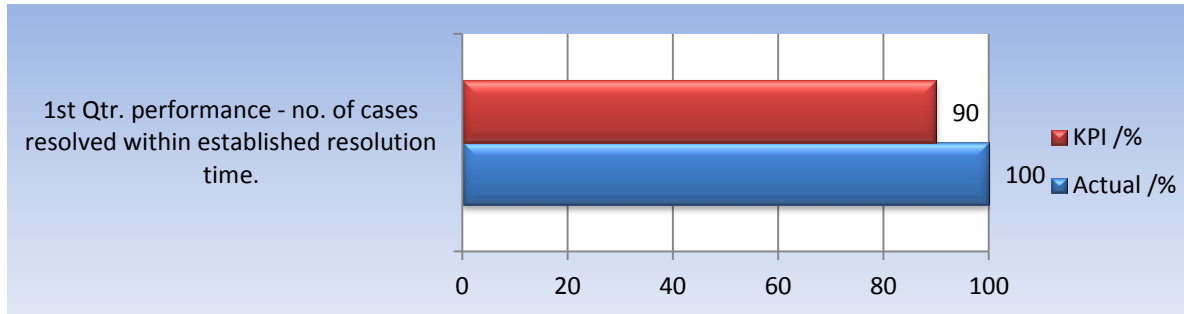
Below is a snapshot of the SMA’s performance as it relates to the core operational activities.

Core Operational Performance Dashboard

LICENSING



INTERFERENCE RESOLUTION



Additional information on the results of the Authority’s performance regarding the achievements as measured against the KPIs established for the core operational activities are outlined below:

Licensing

Processing time for new Applications

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Apr – Jun	KPI Apr – Jun	Variance	Actual Apr – Jun	KPI Apr – Jun	Variance
% of new appl. processed within service standards	100%	80%	20%	100%	80%	20%

Quarter: For the 1st quarter in the FY, the SMA having brought forward 26 applications has received 58 applications, granted 54, and issued 58. All 54 licences granted were processed within their respective standard processing time. Licences are only issued upon payment of requisite fees.

Renewal Licences

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Apr – Jun	KPI Apr – Jun	Variance	Actual April – Dec	KPI April – Dec	Variance
Number of Licences Renewed	182	173	9	182	173	9
No. of licences renewed within the service standards.	182	164	18	182	164	18

Quarter: Actual renewal of 182 represented a performance rate of 89%. The target was 209 existing licences, of which there were 7 cancellations, and 2 additions; which had a minus 5 net effect on the target of 209 bringing it to 204. The performance rate was above the SMA's **KPI of 85% or 173 (85% of 204) licences for renewals.** Note that licences are only renewed after receipt of payment. Of the 182 licences renewed, all or 100% were processed within the established processing standard. **The KPI for this activity is 90% or 164 (90% of 182).**

Summary of Renewal Licensing Activities as at 2014 June 30

Particulars	April – Jun 2014	July – Sept. 2014	Oct – Dec 2014	Jan – Mar 2015	April – Jun 2014(YTD)
Renewal Target	209				209
Additions	2				2
Cancelled	7				7
Renewable Amount	204				204
Granted/Approved	182				182

Interference Management

Quarter: No. of Interference Cases: As at 2014 June 30, the SMA investigated 9 cases of interference reports, of which 1 was brought forward from the previous FY. YTD, the 4 cases resolved were within the established standard resolution time, which resulted in a performance rating of 100%, which was above the **KPI of 90% for time taken to resolve interferences.** Please note that the cases not yet resolved are still within their respective resolution time.

APPENDIX 1**CORE OPERATIONAL TARGETS**

The following represents corporate core operational and quality of service targets established for the 14/15 FY

No.	Particulars	Targets	Key Performance Indicator (KPI)
1.0	RENEWAL LICENCES	408 Licences	85% of target
2.0	INTERFERENCE MANAGEMENT		
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 - as per agreed schedule with client(s) involved	Resolve all reported cases	85% of target
2.3	Interference report acknowledged within 24 hours and resolution framework established with client.	100% of cases	100% of cases

QUALITY OF SERVICE TARGETS

No.	Particulars	Standard Per Business Days	Key Performance Indicator (KPI)
3.0	<u>LICENSING</u> <i>New</i> - Maintain processing times as per agreed standards.		
	Aeronautical	15	
	Alien Amateur	15	
	Citizens Band	15	
	Type Approval	15	
	Other Non-spectrum certification	10	
	Private Radio	30	
	Temporary Licence for Maritime	1	
	Permanent Licence for Maritime	3	
	Maritime (None MAJ)	15	
	Custom Detention Notices	1	
	VSAT	25	
	Percentage of new applications processed within service standard.		80%
	<i>Renewal</i> Maintain processing times as per agreed standard.	5	90%
4.0	<u>INTERFERENCE</u> % of interference cases resolve as per standard above.	100%	90%