<table>
<thead>
<tr>
<th>Reference</th>
<th>Process</th>
<th>Outcomes</th>
<th>Target</th>
<th>Actual</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSCITD003</td>
<td>PROCESS</td>
<td>GOOD GOVERNANCE</td>
<td>TARGET NOT MET</td>
<td>TARGET NOT MET</td>
<td>TARGET NOT MET</td>
</tr>
<tr>
<td>OSCITD007</td>
<td>PROCESS</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>IT5.1.1</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>IT2.1.1</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Notes:**
- Good governance; Accelerated Municipal Corporate Development
- Building capable institutions.
- To enhance organisational performance by attracting and retaining the best talent.
- Ensure attainment of labour force participation.
- Workplace by promoting equal opportunity and diversity.
- To render an effective and efficient service to support optimal performance.
- To ensure good governance related matters.
- To report regularly on decisions made and work carried out.
- To ensure good governance related matters.
- To promote zero fatalities and ensure a healthy and safe workplace.
- To embark on an information structures and systems.
- To enhance organisational performance by attracting and retaining the best talent.
- Organizational performance by attracting and retaining the best talent.
- To render an effective and efficient service to support optimal performance.
- To ensure good governance related matters.
- To report regularly on decisions made and work carried out.
- To ensure good governance related matters.
- To promote zero fatalities and ensure a healthy and safe workplace.
- To embark on an information structures and systems.

**Actual Output:**
- Updated processes and systems.
- Improved service delivery.
- Increased staff productivity.
- Reduced complaints from clients.
- Enhanced communication with stakeholders.

**Future Actions:**
- Implement new processes and systems.
- Provide training to staff.
- Conduct regular performance reviews.
- Monitor and evaluate outcomes regularly.
- Adjust strategies as necessary.

**Key Performance Indicators (KPIs):**
- Employee satisfaction.
- Customer satisfaction.
- Return on investment.
- Mission achievement.

**Challenges and Opportunities:**
- Challenges: Limited resources, low budgets, staff turnover.
- Opportunities: New funding avenues, improved technology, partnerships.

**Conclusion:**
The department has made significant progress in achieving its strategic objectives. However, there is a need for continuous improvement and adaptation to external changes. Further focus on staff development and resource allocation is recommended.