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## X. ADMINISTRATION

1. HUMAN RESOURCES

To accomplish its mission and obtain its strategic purposes CRC aims at creating a team of professionals, dynamic and qualified specialists in the field of telecommunications, economics and law.

In 2004 the overall number of the permanently engaged personnel f the Commission and its administration was 217, 96 men and 121 women.

**Table 18**

Overall number of personnel: 237

| Permanently engaged: 92% | Vacant positions: 8% |
|---|---|
| Permanently engaged: 217 | Vacant positions: 20 |
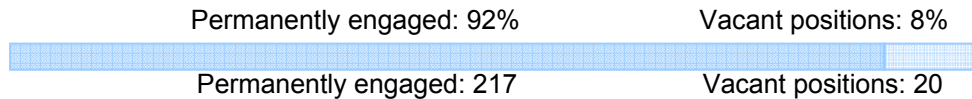
Managerial positions - 43, 21 men and 22 women.

| Women: 51,16% | Men: 48,83% |
|---|---|
| Women: 22 | Men: 21 |

The average age of the personnel for 2004 was 39 years. 91 % of the employees of the commission have university diplomas.

**Functional structure and number of the personnel by types of activities**

- Market regulation and finances        30
- Licensing        18
- Spectrum management        18
- Spectrum monitoring and control        76
- Legislative regulatory frame        19
- Numbering and interconnection        15
- Other        41
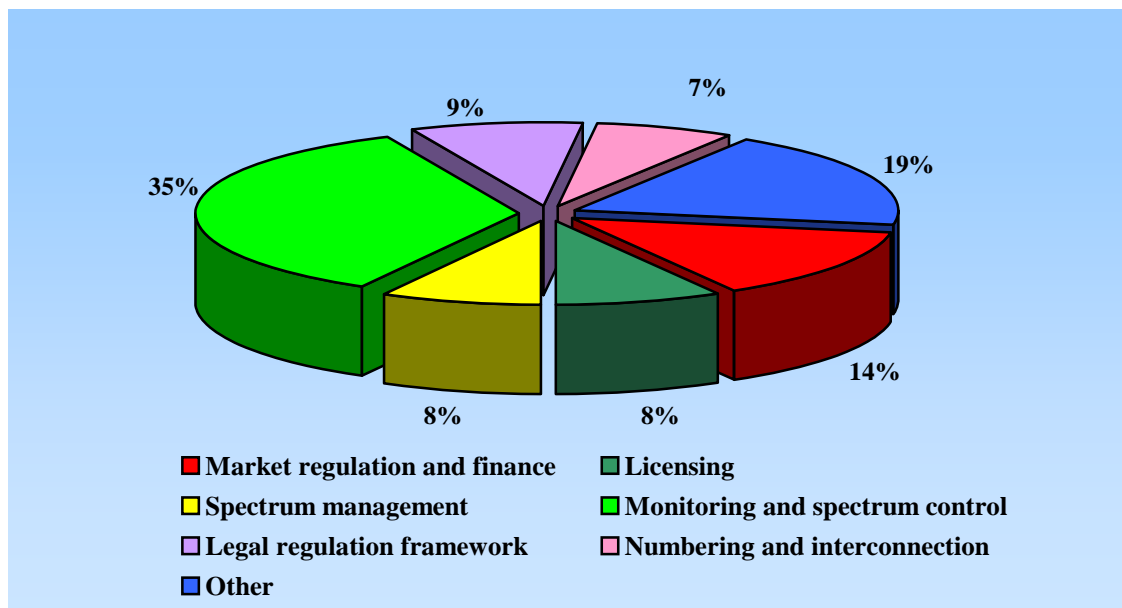


In 2004 the Regulations of the structure, the operation and the organization of the work and the structure of CRC and its administration underwent certain changes. They lead to the optimization of the activities in the field of the international collaboration.

The activities of selection and hiring of employees were characterized by enlisting of approved specialists and managers in the administration, as well as young specialists with a potential for a future development in the organization. A relative stability in the employing of the personnel was achieved in that year. More than 12 open procedures of hiring new employees were carried out on the principle of competition, by applying both new and traditional methods.

The commission applies its own system of payment and assessment of the work of its personnel. In 2004 this system was improved in the part of the ways of determining the bonuses for the employees by taking into account the achieved results and the quality level of their work. The increase in the basic salaries was bound to the results from the year attestation.

The social activities included gifts from the managing body on occasions like Easter and New Year, Christmas party for the personnel and their children, as well as certain funds for personable clothing.

**Active staff training**

In 2004 171 employees were included in various kinds of training, which is 78,8 % of the administration.

Fields of training and number of participants:
- legislative regulations and organization of the administrative activities – 9;
- managing abilities and management of human resources – 3;
- financial management – 8;
- European integration – 7;
- Information technologies – 58;
- Foreign language training – 58;
- Particularly specialized training – 28 by the international initiative "Centre of Excellence" of ITU-D for central and Eastern Europe and participation in joint international projects.
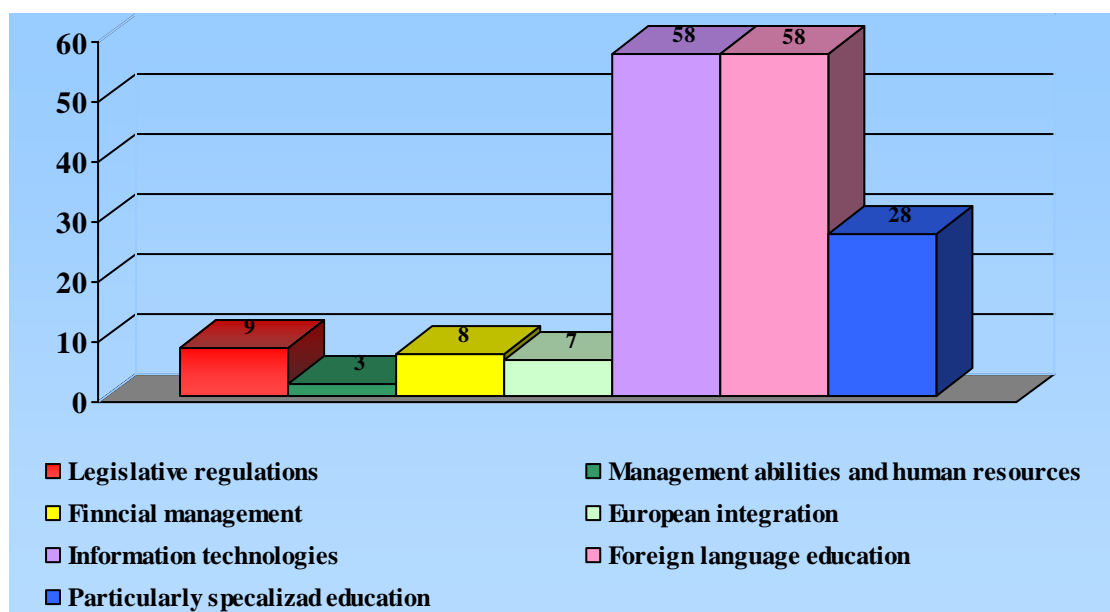


**Fig. 92**

In the line of the bilateral collaboration with the Italian regulator body (AGCOM) in November 2004 a joint workshop was organized, at which the Italian colleagues shard their experience in he application of the regulatory frame 1998/2000 of the European Union. On the side of CRC the high and middle level managing bodies took part in the workshop, as well as some highly qualified specialists from the specialized directorates.

## 2. INFORMATION SERVICE

The main trends in the information service activities and the information technologies in 2004 were directed towards the implementation of the following projects:

☞ Implementation, maintenance and development of information systems, including:
- Implementation, maintenance and development of an integrated information system serving the filing system, the control of the decisions, the resolutions and the terms in CRC;
- Investigation and development of Analysis of the processes, covering the process files of all structural units in CRC in connection with the forthcoming implementation of a Quality management system in compliance with ISO 9001:2000;
- Maintenance and development of other basic and supplementary information systems: specialized software in the field of telecommunications, legislative information systems, accounting systems, storage systems, salary systems, etc.;
- System administration of servers for data bases and applications.

☞ Protection of data and electronic information:
- Project and a contract for the development and implementation of separate electric power supply for the computers on the basis of unbreakable power supply systems (UPS) in the CRC buildings;
- Supply of components and setting up of system of electronic protection of the places of work with one-time authentication on the basis of smart cards, card-readers and specialized software;
- Maintenance and development of systems of anti-virus protection, firewall and antispam.

☞ Activities connected with the participation of the organization in the projects of electronic government in Bulgaria:
- Maintaining an updated web-page of CRC for information, communication and feed back from the business and the individual users;
- Active participation in intra-administration, inter-administration work groups and commissions, training programs and workshops on the projects of e-government.

☞ Maintaining and administration of a system of issuing a universal electronic signature of CRC in compliance with the provisions of the Electronic Document and Electronic Signature Act.

☞ Technical and communication provision and supplementation:
- Enlarging and maintaining of the communication network equipment and structural cabling of CRC;
- Project and contract on the setting up of a virtual private network by protocol Ethernet (MAN) for a high-rate data exchange between the buildings of CRC in Sofia;

Purchasing, installation, implementation and service of the computer technique and technical equipment for the Commission's activities.