CONTENTS:

X. ADMINISTRATION

1. Human resources

In order to fulfill its mission and to achieve its strategic goals, CRC is aiming at building up of a team of qualified, competent and efficient experts.
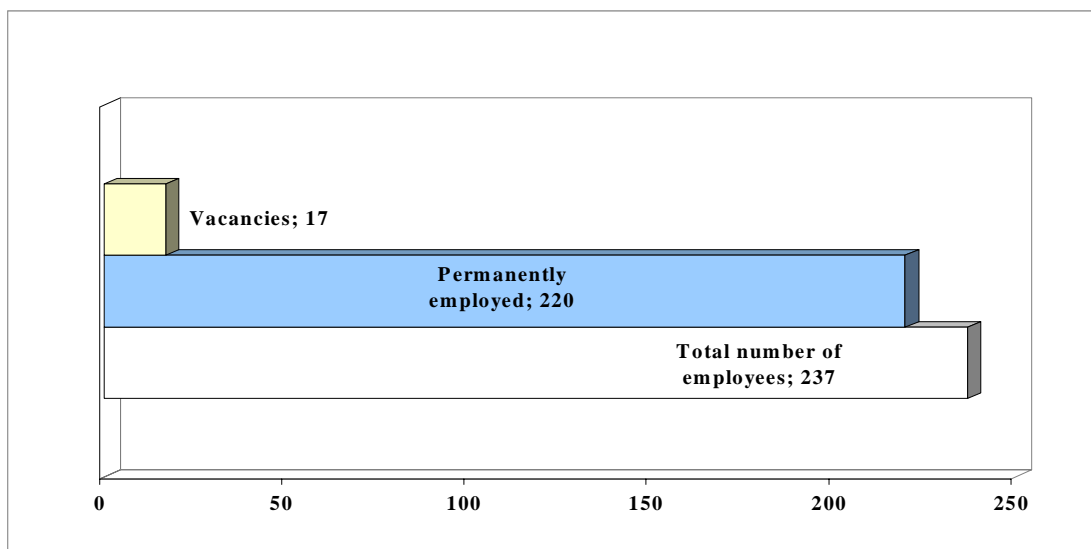
The total number of the permanently employed staff of the Communications Regulation Commission in 2005 amounts to 220 people, 98 men and 122 women.

The average age of the employees is 42. 196 of them have high education.

Total number of employees as stated: 237
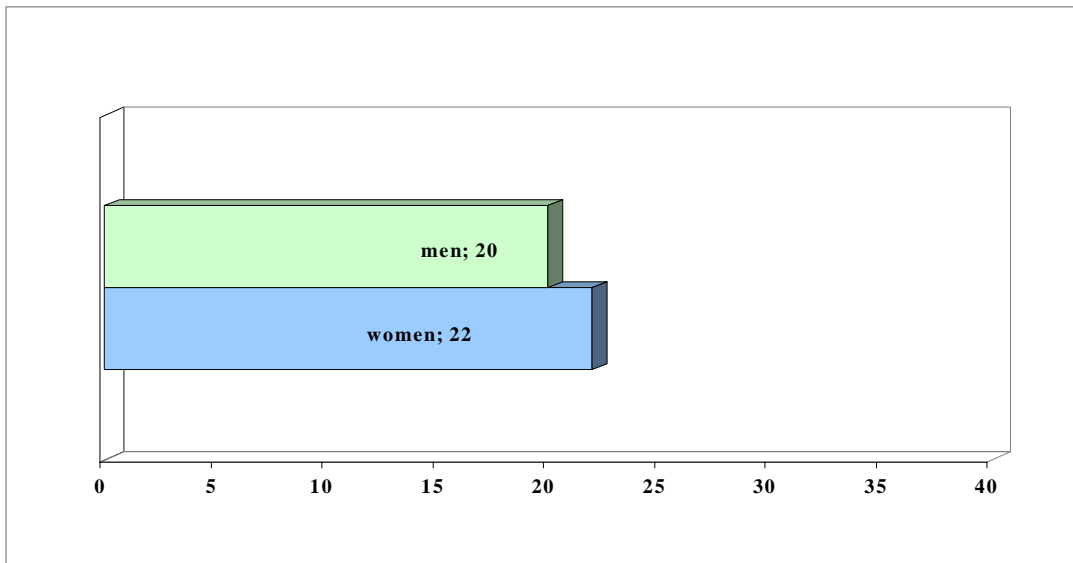Permanently employed: 220 (93%).
Vacant positions: 17 (7%)

Source: CRC

Figure 113

Occupied managerial positions: 42, 20 men and 22 women.
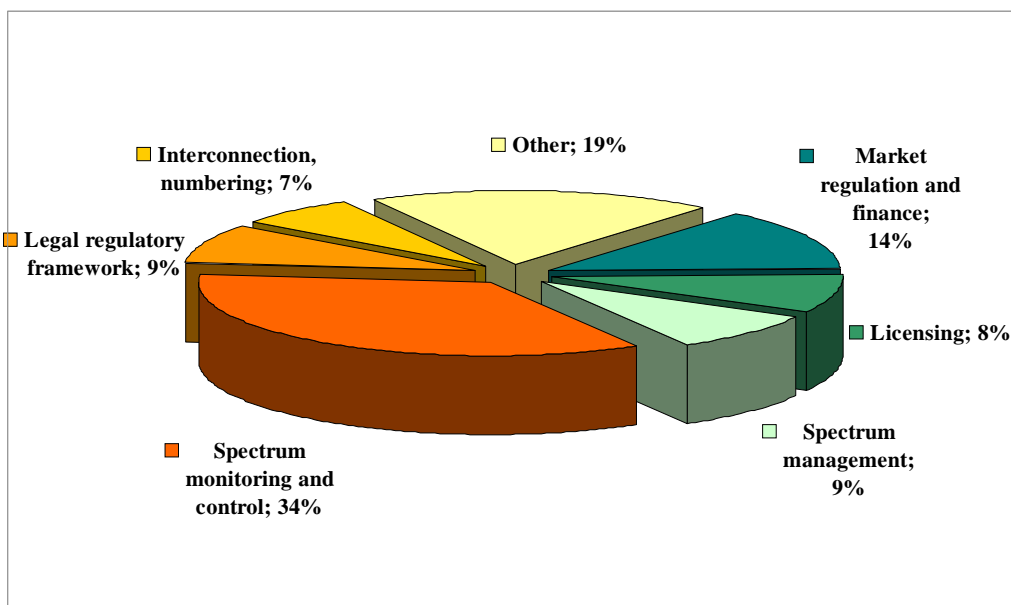Men: 20 or 47,62%.
Women: 22 or 52,38%

Figure 114

Functional structure and number of the staff by type of activities:

- Market regulation and finances   30
- Licensing   18
- Spectrum management   19
- Spectrum control and monitoring   77
- Legal regulatory framework   19
- Numbering, interconnection   15
- Other   42

Figure 115

In 2005 Principles on the induction of newly-hired employees of CRC and principles on the **training and qualification of the employees** were elaborated.

Experienced at managerial and expert positions specialists were attracted in the CRC working team.

A training programme has started, giving opportunities to young, qualified specialists to get involved in the work of the Commission.

On the basis of elaborated own system for personnel remuneration and assessment of the work performance, the employees were stimulated for achievement of high results and level of work performance.

The change in the basic salaries, according to the government income policy was bound to the results of the annual attestation.

A joint workshop of CRC and CPC dedicated on topics of common interest was organized in 2005.

Staff training:
The total number of employees trained is 215.

Areas of training and number of participants:

> Legal regulations and organization of the administrative activities – 36
> Management skills and human resources management – 8
> Financial management – 6
> European integration – 17
> Information technologies – 78
> Foreign language education – 56
> Specialized training – 31
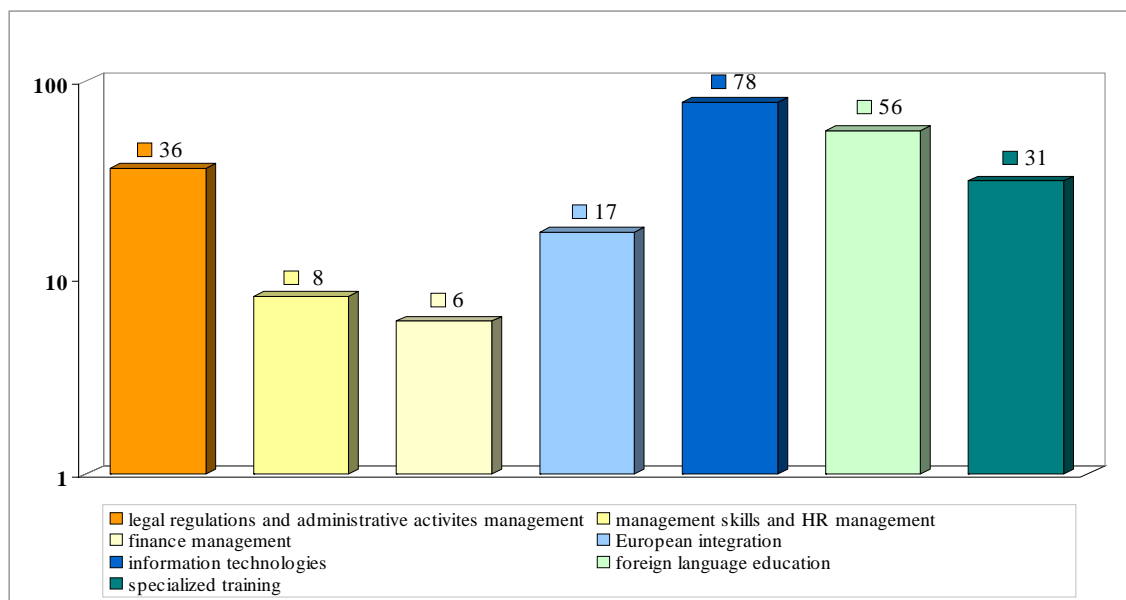
Source: CRC

Figure 116

2. IT servicing

The activities with regard to IT servicing and technologies development in CRC during 2005 were directed to implementation of a number of projects.

Introduction, analysis and development of information systems:
- Maintenance and enlargement of the functionality of the active integrated information system, servicing the clerk activities, the control over the decisions, resolutions and terms in CRC;
- Implementation, maintenance and development of CRC Intranet portal – web-based corporate service for the CRC administration;
- Participation in created "Quality management team" of CRC for elaboration of Quality Manual, Quality Procedures Manual and Work Flow Procedures with regard to the upcoming implementation of ISO 9001:2000 Quality Management System;
- Maintenance and administration of internet servers, data base servers and applications;
- Analysis, development and maintenance of other basic and supporting information systems: specialized software in the field of telecommunications, technological software, used by the specialized directorates of CRC, legal information systems, accounting systems, storehouse and salary systems, etc.

Data protection and electronic information:
- Building-up and implementation of a separate electric wiring for the computer equipment on the basis of uninterruptible power supply (UPS) in the buildings of the Commission in Sofia;
- Introduction and maintenance of electronic protection system for the working places with one-time authentification through smart-cards, card readers and specialized software;
- Development and maintenance of the corporate anti-virus protection.

E-government related activities of CRC:
- Maintenance of an up-to-date Internet page of CRC providing information, communication and feed-back from the citizens and the business.
- Record and maintenance of up-to-date data for the activities related to the IT servicing of the CRC administration in "Information system for elaboration of reports on the state of the administration" and "System for self-assessment and report on the administrative servicing";
- Active participation in intra-administration and inter-administration working groups and commissions, training programs and workshops within the e-government projects.

Maintenance and administration of a system for issuance of electronic signature of CRC, according to the provisions of the Electronic Document and Electronic Signature Act
Technical and communication provision and support:
- Building-up and introduction of a virtual private network over Ethernet protocol (MAN) for high-speed data transfer among the buildings of CRC in Sofia;
- Enlargement, maintenance and monitoring of communications and network equipment and structural cabling of CRC;

- Purchasing, installation, implementation and service of computer technique and technical equipment, servicing the CRC activities.

Coordination, control and personal assistance of the CRC employees
- Elaboration of user's instructions and ordinances with regard to the procedures and rules for use of the information systems and technical equipment as well as provision of administration and control over the personal users for the implementation and the correct exploitation of the systems.
- Personal assistance, training and support of the employees.

Provision of technical equipment and expert support for the UMTS and P-MP tenders held by CRC