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V. ADMINISTRATION AND INFORMATION SERVICES

1. Human resources

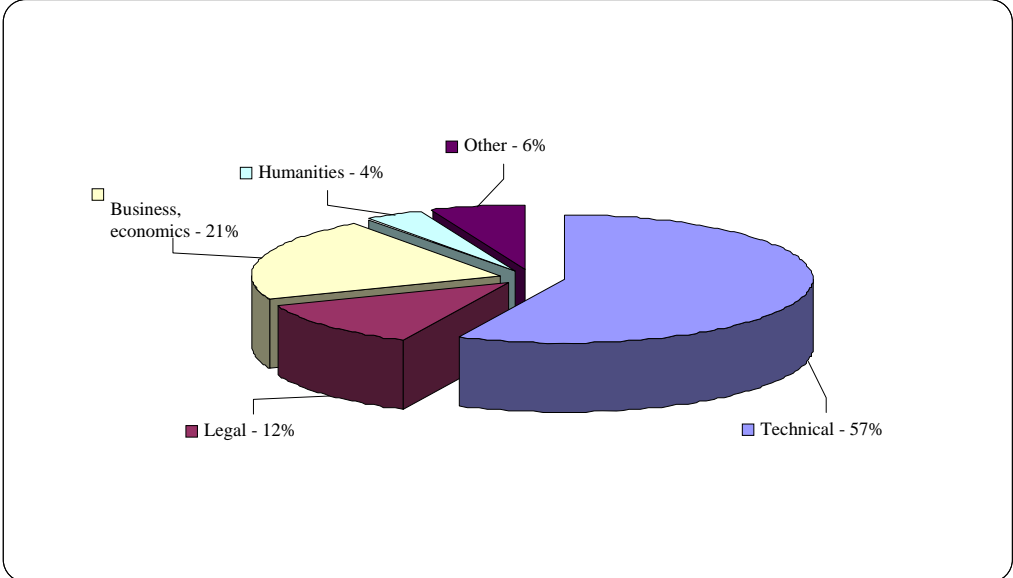
The human resources management in the CRC for communications regulation is based on considering people as a key factor for the CRC success.

The CRC aims at attracting, retaining and developing employees with high professional qualifications and potential, motivated and responsible in their work to achieve the objectives and purposes of CRC.

In 2008, the total number of permanent employees of CRC is 214 people, 89 men and 125 women.

The average age of the employees is 42 years. 192 of the CRC employees have university degree.

The breakdown of employees with higher education is in the following areas - technical; legal; business; economics; humanities; and other (Figure 88).



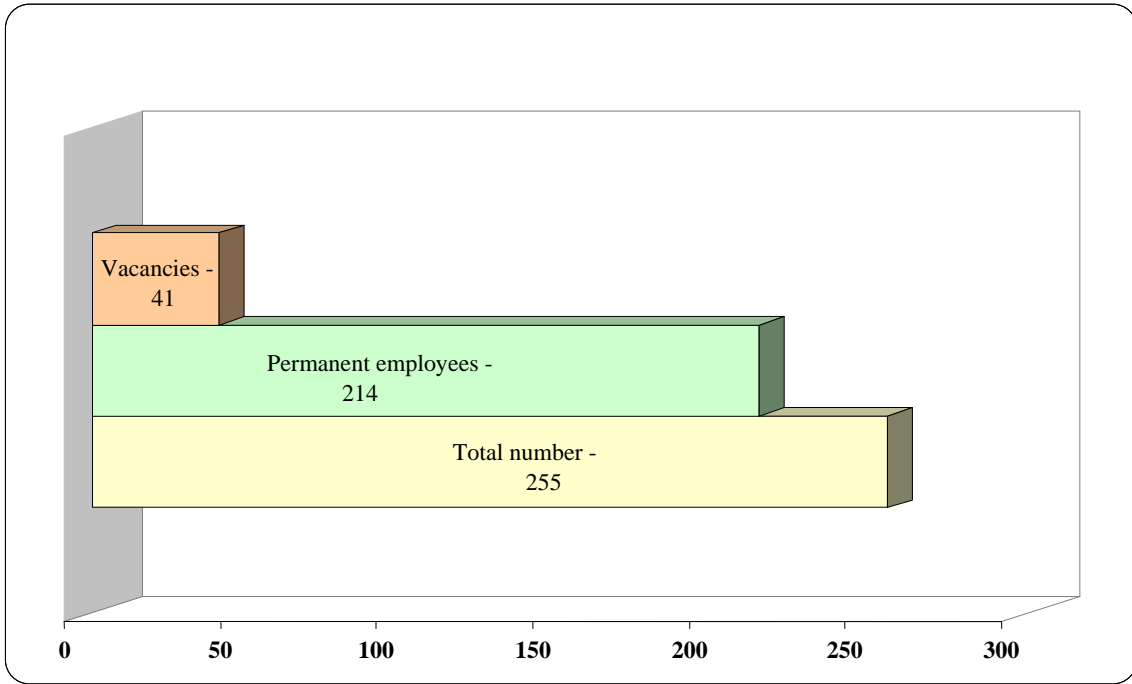
Source: CRC

Figure 88

In accordance with the internal rules on procedures for selection, emergence and termination of employment and structural changes in the CRC administration, in 2008, were conducted 24 selections, of which to the CRC administration team were attracted 29 new employees.

Total number of employees: 255 (Figure 89)

Permanent employees: 214; Vacancies: 41;



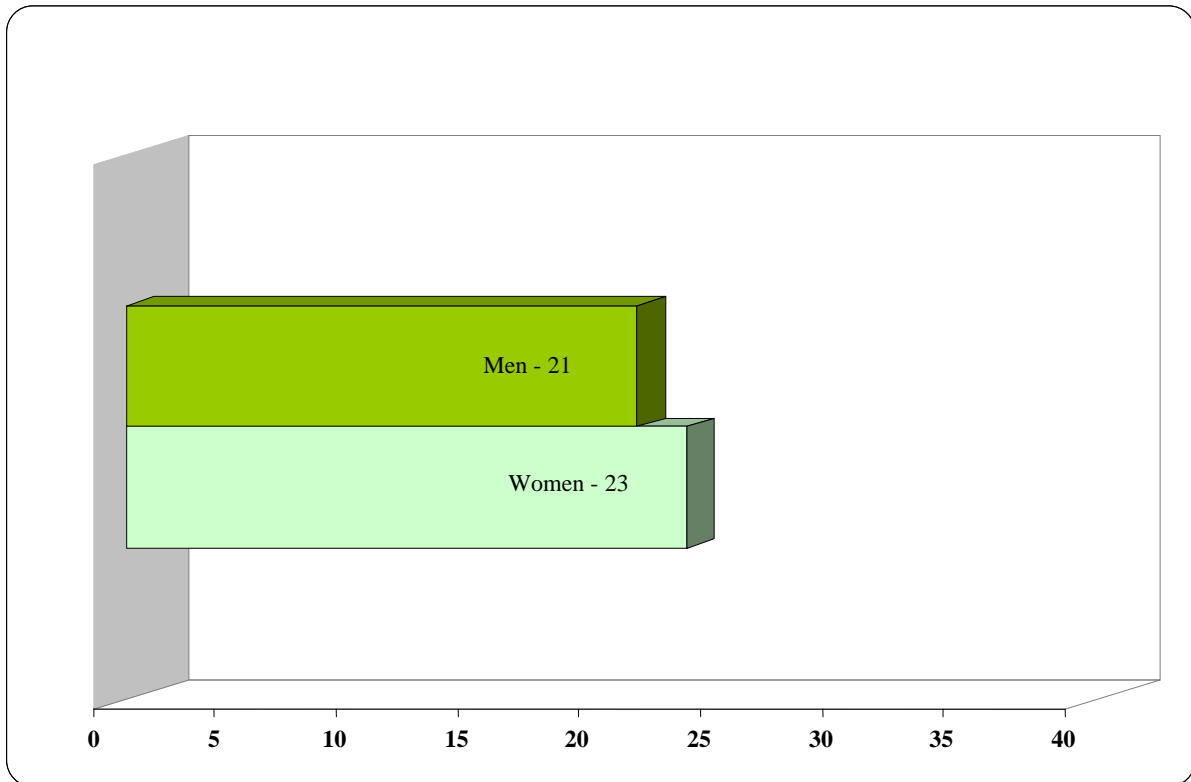
Source: CRC

Figure 89

Personnel on managerial positions - 44, including 21 men and 23 women. (Figure 90)

Men: 21; 47.73 percent

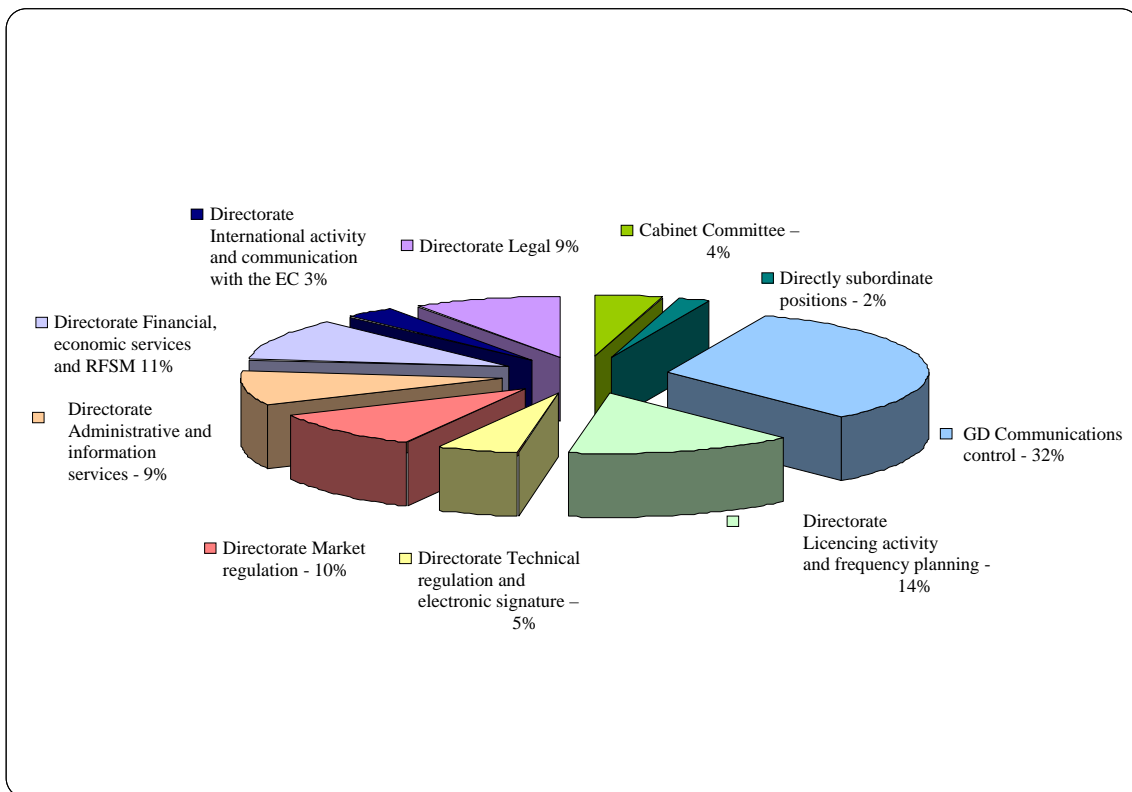
Women: 23; 52.27 percent



Source: CRC

Figure 90

- Structure and number of CRC administration in 2008: (Figure 91)
- Cabinet Committee 8
- Directly subordinate positions 5
- General Directorate Communications control 67
- Directorate Licensing activity and frequency planning 29
- Directorate Technical regulation and electronic signature 11
- Directorate Market regulation 21
- Directorate Administrative and information services 19
- Directorate Financial, Economic Services and HRM 24
- Directorate International activity and communication with the EC 6
- Directorate Legal 19



Source: CRC

Figure 91

An internship program was organized in 2008 as well, which has won recognition as good practice, and made it possible to recruit young specialists, who, having gone in the specifics of work and the working environment, are interested to work at CRC.

In accordance with the internal rules for salary administration and Commission's own system for remuneration of the personnel and assessment of the work performance, the employees received incentive bonuses for high performance results and perfect implementation of duties.

In order to maintain good working organization between directorates and to improve the qualifications of employees, in 2008, two management workshops, as well as workshops with representatives from different directorates on topics of mutual interest, were organized.

Personnel training:

The number of employees, who participated in different training in 2008, is 200. (Figure 92)
Areas of training and number of participants:

- Legal regulations and organization of the administrative activity – 8
- Managing skills and human resources management – 62
- Protection of classified information – 22
- European integration and European experience – 5
- Ethics and preventing corruption – 3
- Information technologies – 27
- Foreign language training – 62
- Specialized training – 11

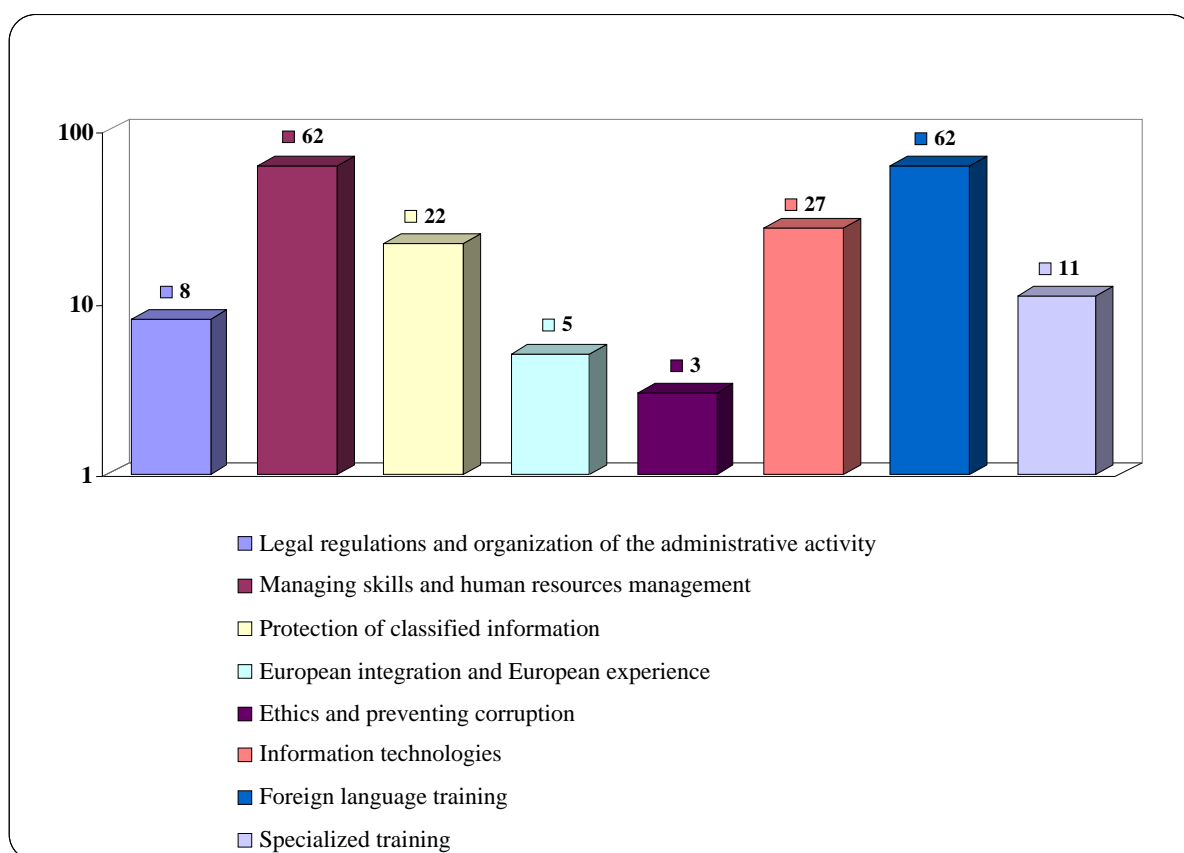


Figure 92

2. Information services

The main activities related to the development of information services and technologies in CRC feature projects implemented in the following directions:

2.1. Implementation, support and development of information systems

- Support and development of web portal for information, communication and supporting feedback from citizens and businesses.
- Audit and optimisation of *web* based document-flow system of the CRC.
- Incorporation of information system „Licences and Registries” in regards to the new CRC duties under the LEC. The establishment of this information system facilitates the

management of the information processes by the registers' maintenance and the provision of public access to part of the information via *Internet*.

- Analysis, development and maintenance of other basic and supporting information systems: specialized electronic communications software; technological software used by the specialized directorates; legal information systems; accounting systems; warehouse and salary systems, etc.

2.2. Protection of data and electronic information

- Maintenance of an electronic protection system of the workplaces with one-time authentication through smart cards, card readers and specialized software.
- Development and maintenance of corporate antivirus protection *firewall* and *anti-spam*.
- Maintenance and development of the integrated system for access and the working time control in the administrative building of the CRC.

2.3. Activities, related to the participation of the organization in the e-Government projects of Republic of Bulgaria.

- Registration and submission of up-to-date information about the activities, related to the IT services of the CRC administration in the “Information System for drawing up of Reports on the Condition of the Administration” and the “System for Self-Assessment and Reporting of the Administrative Servicing”.
- Active participation in inter- and intra-institutional working groups, as well as in commissions, training programs, and workshops of the *e-Government* projects.
- Activities in the provision of issuance of universal electronic signature to the CRC, in accordance with the provisions of the LEDES.

2.4. Technical and communications maintenance and support:

- Establishing of VPN between CRC offices all over the country and replacing of active network equipment.
- Re-engineering and building up of new segments of structural cable system of the Commission. Attending and monitoring all available communications and network equipment and structural cabling. Installing and settings communications and network operation systems.
- Purchasing, installing, putting into operation and maintaining computer equipment and technical devices supporting the activity of the regulator.

2.5. Coordination, control and personal assistance to the CRC officers

- Drawing up of user manual and instructions related to the procedures and rules for use of the information systems and the technical resources, as well as providing administration and control of personal users for the performance and proper operation of systems.

Personal assistance, training and IT support to the CRC officers.