

V. ADMINISTRATION AND INFORMATION SERVICES

1. Human resources

One of the main goals of human resource management at the Communications Regulation Commission is to attract, retain and develop employees with high professional qualification and potential, motivated and responsible in their work to achieve the priorities and tasks set by CRC.

The average age of the staff is 40 years, and 202 employees are university graduates.

The allocation of employees with higher education is in the following areas: technical; legal; business, economy; informatics; humanitarian, etc. (Fugure 70)

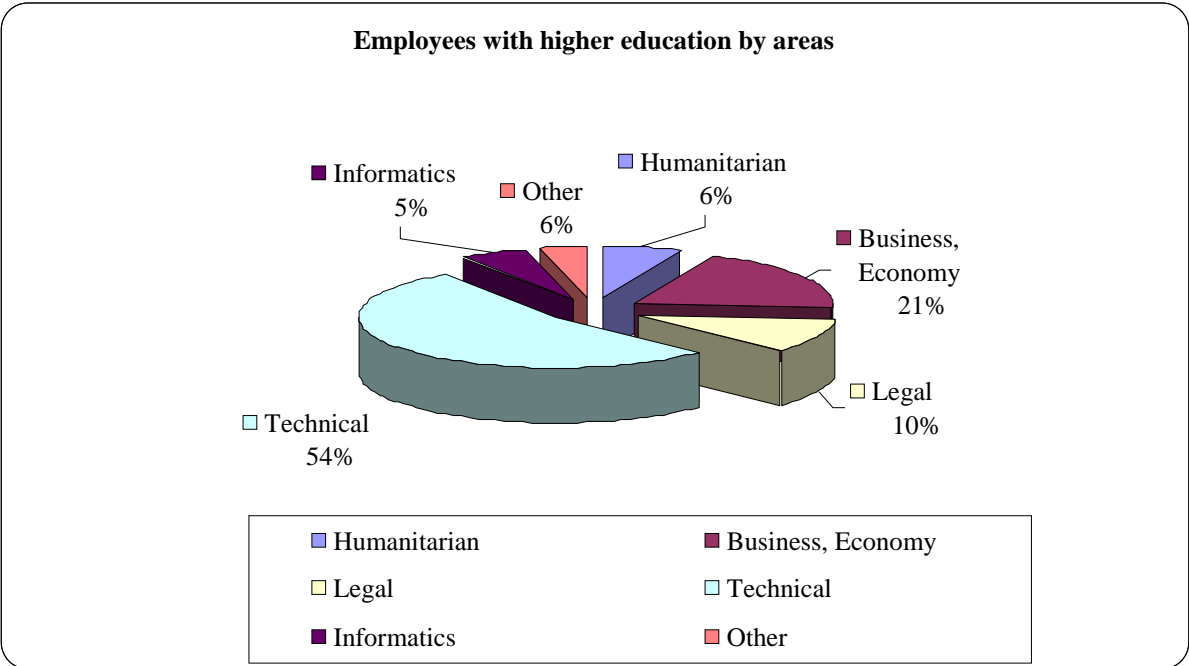


Figure 70

In 2011, the number of full-time employees of the Communications Regulation Commission totaled 218 people, 88 men and 130 women. The number of occupied managerial positions was 41, 16 men and 25 women.

In compliance with the Internal rules and conditions for the recruitment, initiation and termination of employment relations and changes to the structure of the administration, 32 recruitment procedures were carried out in 2011 in CRC, as a result of which 34 new employees joined its team.

For yet another year, as an established good practice, CRC conducted an internship program under which 14 students from different universities and specialties were trained at different CRC directorates in 2011. As a result of the successfully conducted internship, which allows the interns to get acquainted with the specifics of the work and the working environment, 3 young specialists were appointed at the Commission.

The total number of the staff in 2011 was 255 people, of which 218 were full-time employees, whereas vacancies totaled 37. (Fugure 71)



Figure 71

Structure and number of the CRC administration in 2011: (Figure 72)

- Cabinet to the Commission 8
- Direct subordination positions 3
- General Directorate "Communications Control" 67
- "Authorizations and Frequency Planning" Directorate 32
- "Technical Regulation and Electronic Signature" Directorate 11
- "Market Regulation" Directorate 25
- "Administrative and IT Services" Directorate 20
- "Financial and Economic Services and HR Management" Directorate 23
- "International Activity and Communication with the EC" Directorate 6
- "Legal Regulation" Directorate 18

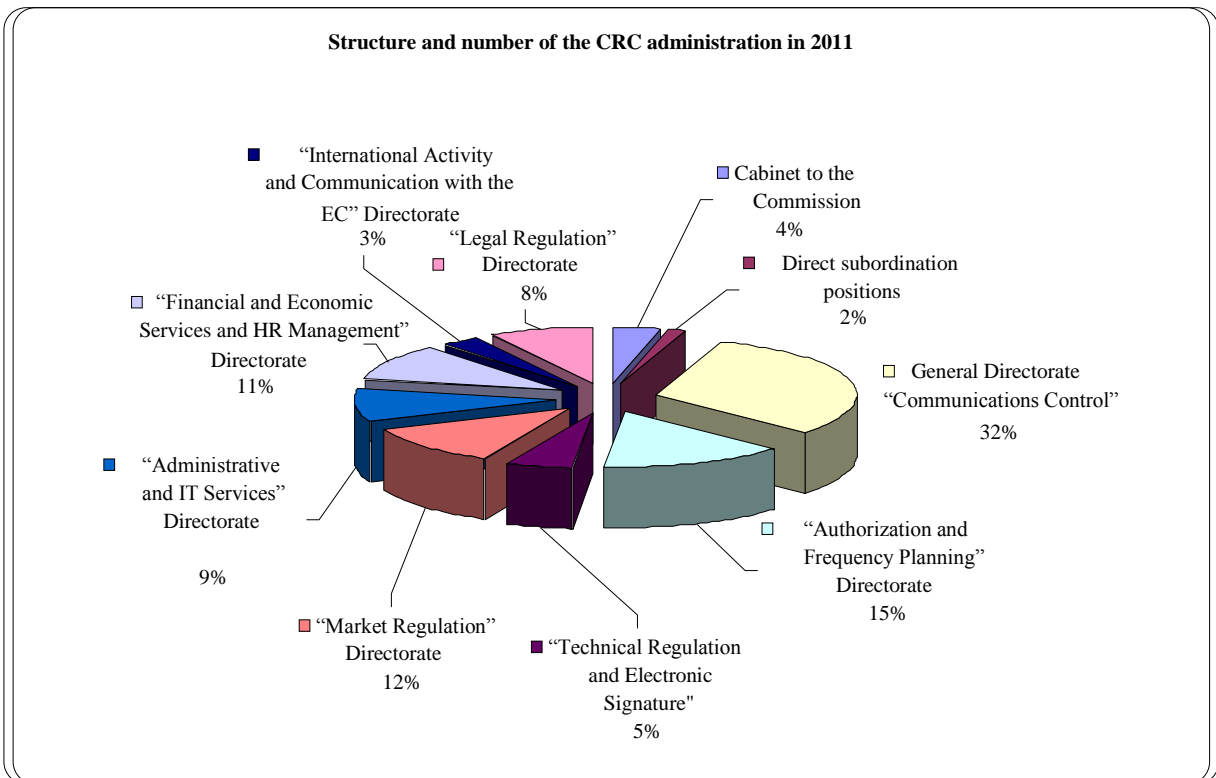


Figure 72

In order to maintain and develop good communication skills and to improve the organization of work between directorates, as well as to raise the staff qualification, three managerial seminars were organized in 2011, along with seminars with representatives of different directorates on issues of common interest.

The field of training carried out at different courses and seminars conducted either by external training organizations or by CRC in 2011, as well as the number of the participants in them, were as follows: (Figure73)

| | |
|---|-----|
| • Managerial skills | 111 |
| • Legal aspects of the administrative activity, administrative services | 22 |
| • Electric safety and training in safety and health | 64 |
| • Financial management, project management, electronic management | 7 |
| • IT and computer skills | 43 |
| • Foreign language training | 21 |
| • Specialized training | 176 |

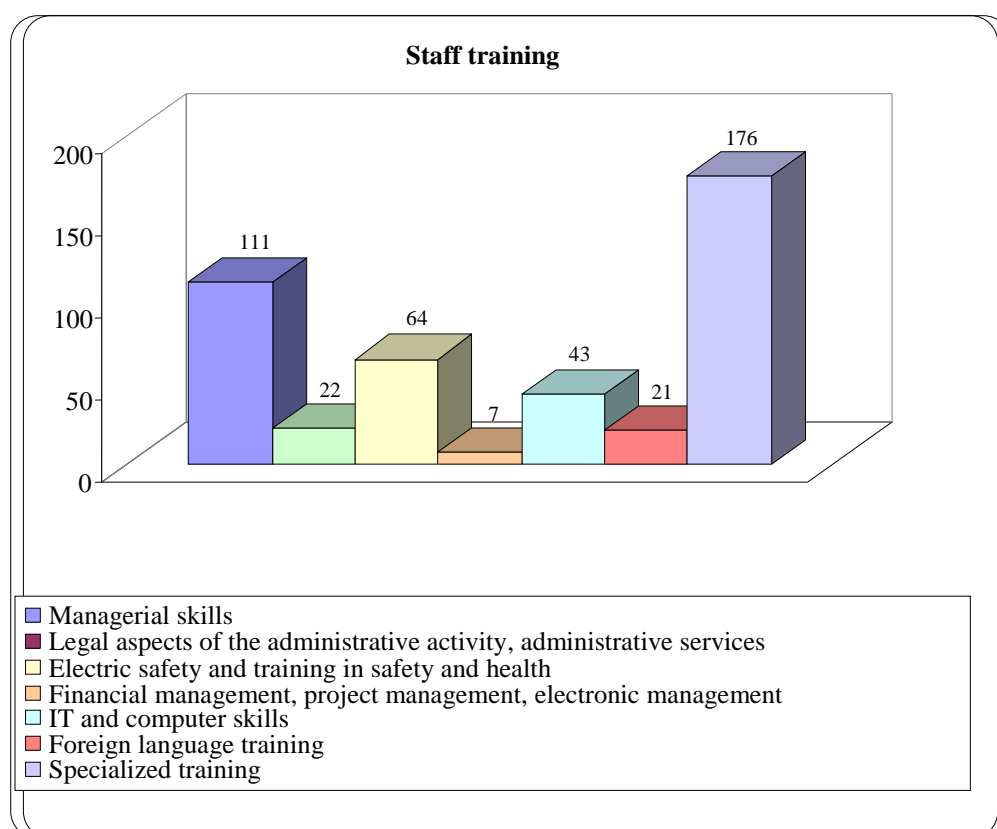


Figure 73

2. Information services

The main activities related to the development of the information services and technologies are characterized by the execution of projects in the following fields:

2.1. Introduction, support and development of information systems

- Support and development of an Internet portal aimed at informing, communicating and

providing feedback with citizens and business.

- Support and optimization of a *web*-based document processing system of CRC.
- Support and exploitation of the information system “Licensing and Registers” which assists the management of information processes for maintenance of the electronic registers of the Commission and the provision of public access through the Internet, in compliance with the requirements laid down in LEC, LEDES and PSA.
- Analysis, development and support of other main and subordinate information systems: specialized software in the sphere of electronic communications, technological software used by specialized directorates, legal information systems, accounting systems, warehouse and salary systems, etc.

2.2. Data protection and electronic information

- Support of an Active Directory based on MS Windows Server 2003 and integrated with its internal PKI infrastructure.
- Support of systems for a centralized system for anti-virus and anti-spam protection of personal workplaces.
- Support and development of an integrated system for access control and control over the working hours in the administrative buildings.
- Support of a centralized UPS power supply.
- Launch of a procedure for construction of information security management system.

2.3. Activities related to the organization’s participation in e-government projects in the Republic of Bulgaria

- Commissioning of the information system “Licensing and Registers” providing 39 electronic administrative services to citizens and business. The information system is certified under Ordinance on the general requirements for interoperability and information security.
- Commissioning of a Document Portal to the document processing system “Eventis” enabling the citizens and the business to send digitally signed documents and receive electronic statements by CRC.
- Participation in interdepartmental and intradepartmental working groups, as well as commission, curricula and seminars on the *e-government* projects.
- Issue and maintenance of universal electronic signatures of CRC at the e-government centre located in Boyana, according to the LEDES requirements.

2.4. Technical and communication procurement and related services

- Support of VPN connectivity between the Commission's offices throughout the country.
- Support and monitoring of available communication networks and resources and structural cable laying. Installation and set-up of communication and network operating systems.
- Purchase, installation, commissioning and service of computer equipment and technical devices that come in support of the regulator’s activity.

2.5. Coordination, control and personal assistance for the staff

- Preparation of user guidelines and instructions related to the procedure and rules for the use of information systems and technical devices, as well as procurement and control over personal users’ execution and proper use of systems.
- Personal assistance, training and IT support for employees.