

V. ADMINISTRATION AND INFORMATION SERVICES	107
1. Human resources	107
2. Information services	109
2.1. Introduction, support and development of information systems	109
2.2. Data protection and electronic information	110
2.3. Activities related to participation in e-government projects in the Republic of Bulgaria	110
2.4. Technical and communication procurement and related services	110
2.5. Coordination, control and personal assistance for the staff	110

V. ADMINISTRATION AND INFORMATION SERVICES

1. Human resources

The creation and establishment of the administrative capacity at the Communications Regulation Commission is based on attracting, retaining and developing professionally prepared employees with key competences and engagement, needed to achieve the priorities and tasks set by CRC.

In compliance with the amended regulations, a new structure of the CRC's administration was introduced in 2012, by directorates and staff numbers, as follows: (Figure 70)

• Internal Audit Unit	1
• Direct subordination positions	1
• “Coordination, Planning and International Activity” Directorate	14
• “Legal Regulation and General Legal Service” Directorate	16
• General Directorate “Communications Control”	71
• “Authorizations and Frequency Planning” Directorate	32
• “Technical Regulation and Electronic Signature” Directorate	10
• “Market Regulation” Directorate	23
• “Financial and Administrative Service” Directorate	41

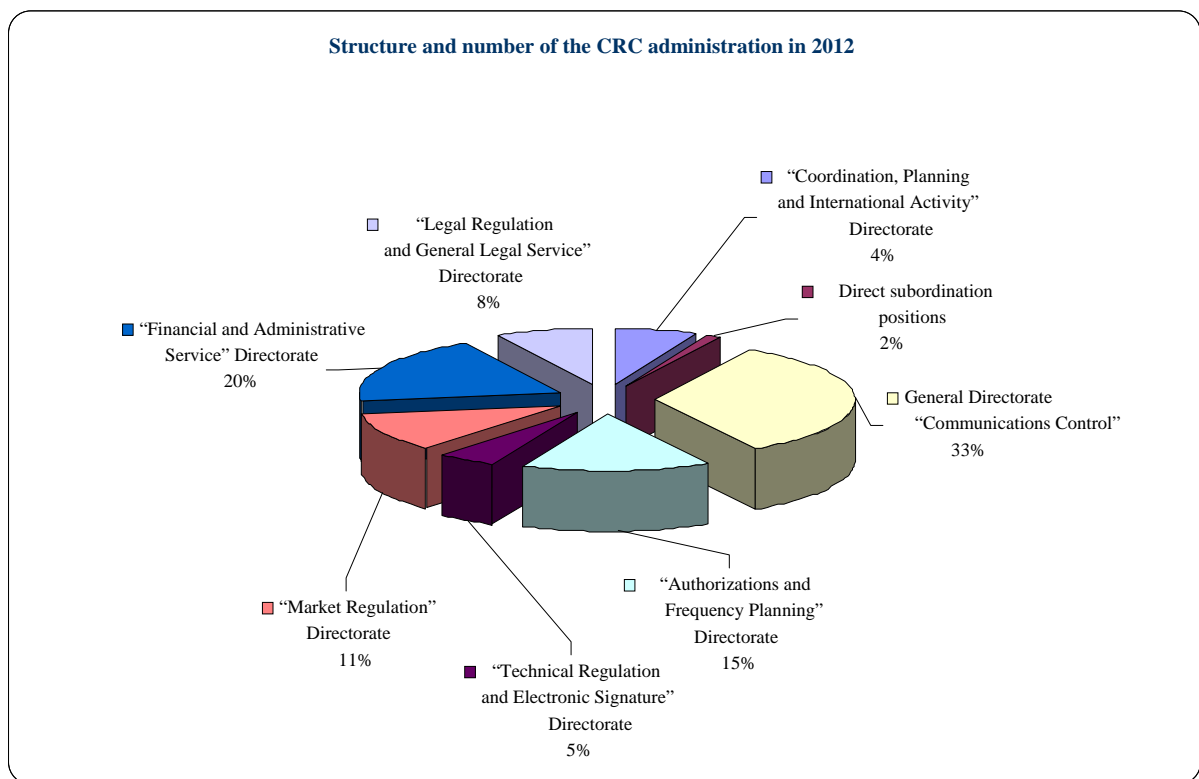


Figure 70

The total number of the Commission's staff was 255 people, of which 214 were full-time employees, whereas vacancies totaled 41, as of December 2012 (Figure 71). The number of occupied managerial positions was 39, 14 men and 25 women.

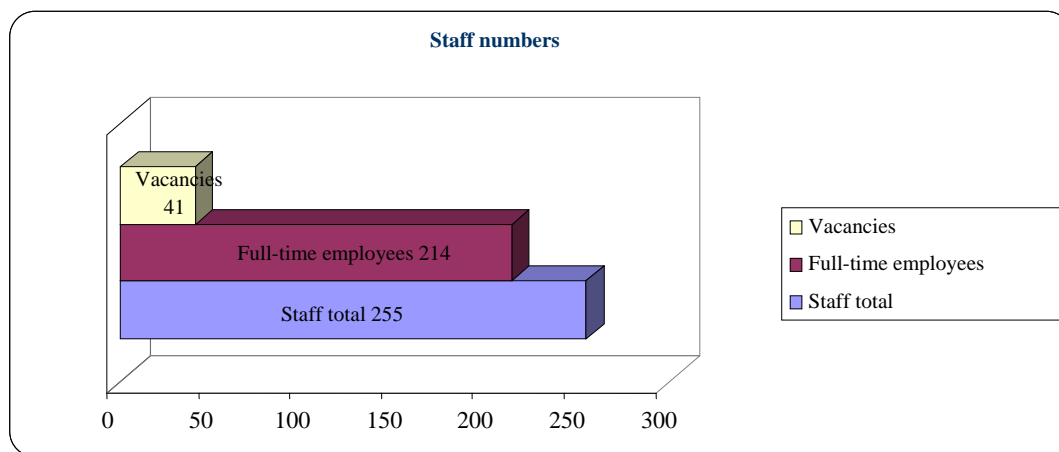


Figure 71

The average age of the staff was 41 years, the number of CRC employees was 214, of which 200 were university graduates.

The allocation of employees with higher education is in the following areas: technical sciences, legal sciences, economic sciences, informatics and mathematics, humanitarian sciences, etc. (Figure 72)

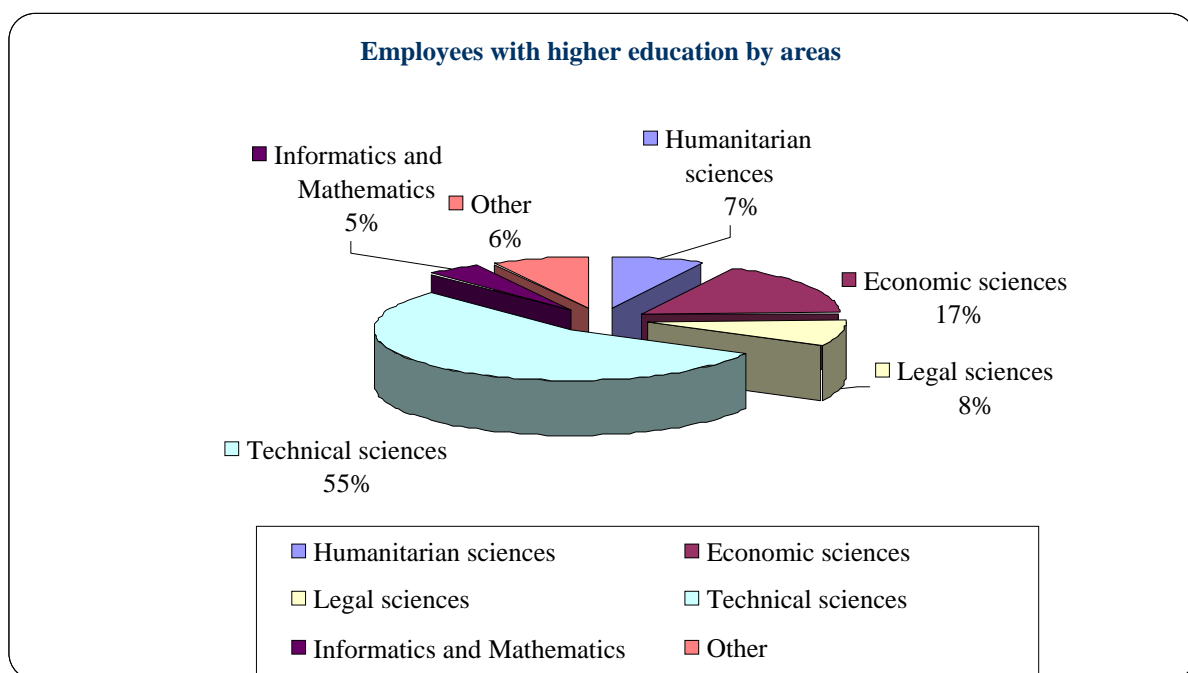


Figure 72

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, 14 recruitment procedures were carried out in 2012 in the Communications Regulation Commission as a result of which 15 new employees joined the administrative team.

In the summer months, 10 students conducted annual internship in four directorates under the internship program organized by the Commission.

In the period from September to December, another five students conducted internship with the regulator under the project "Building capacity for the future - conducting student internships in the state administration" carried out in the Council of Ministers administration under Operational Program "Administrative Capacity".

In order to ensure continuity in the work and to maintain good fellowship relations, as well as to raise the staff qualification, two managerial seminars were organized, along with seminars with representatives of different directorates on issues of common interest.

The fields of training carried out at different courses and seminars conducted either by external training organizations or by CRC in 2012, as well as the number of the participants in them, were as follows: (Figure 73)

- Managerial skills 116
- Legal aspects of the administrative activity, administrative services, preventing and fighting of corruption 26
- Financial management, human resources management, electronic management 5
- IT and computer skills 46
- Foreign language training 17
- Specialized training 248

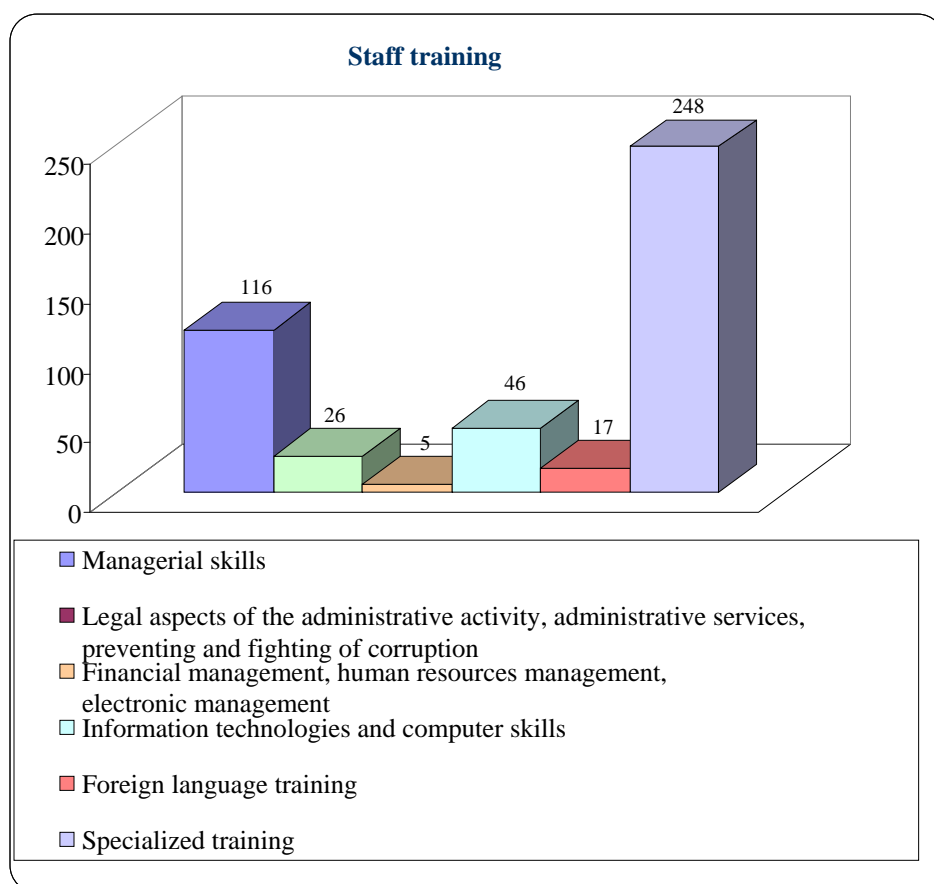


Figure 73

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 some 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 centralized system for anti-virus and anti-spam protection and 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.

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

- Maintenance and operation of the information system "Licensing and Registers" providing 39 electronic administrative services to citizens and business. The information system is certified under the Ordinance on the general requirements for operational compatibility and information security.
- Maintenance and operation 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 the Commission 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 lying. Installation and set-up of communication and network operating systems.
- Purchase, installation, commissioning and service of computer equipment, cluster server system for data bases, applications and back-up, 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.