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V. ADMINISTRATION AND INFORMATION SERVICE

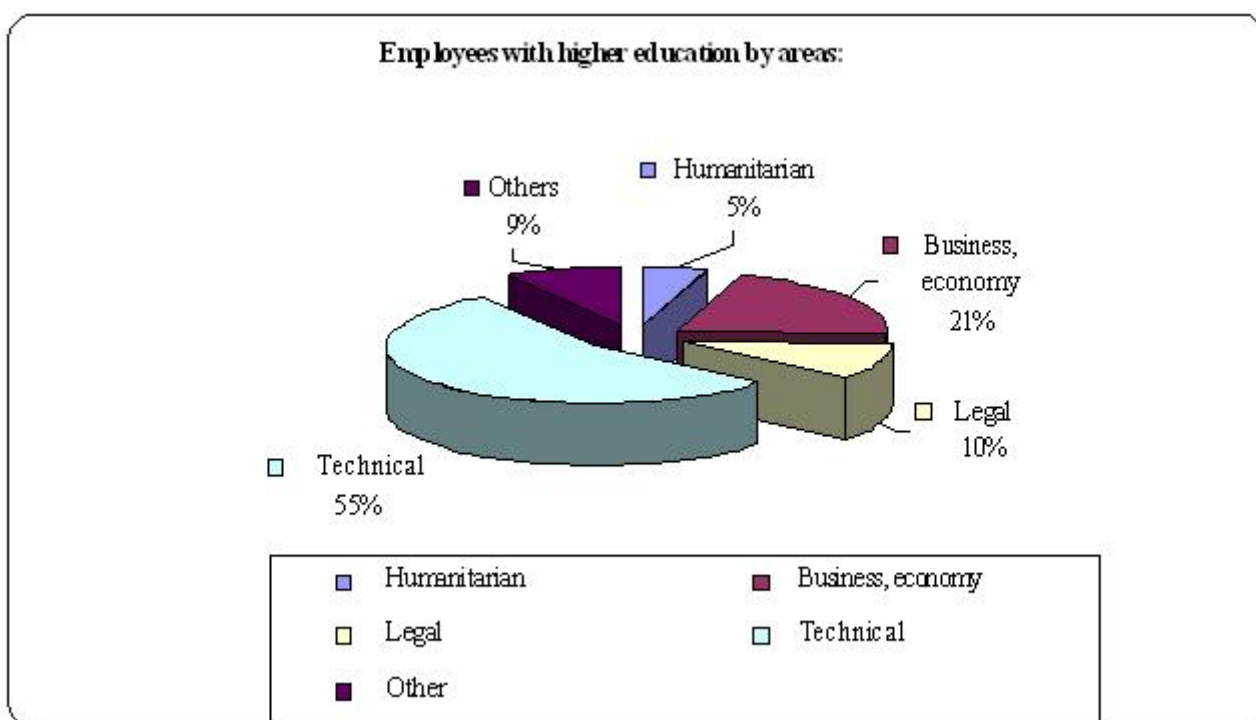
1. Human resources

Human resource management at the CRC rests on the fact that people are deemed a key factor for the Commission's success, which tries to attract, retain and develop employees with high professional qualification and potential, which are motivated and responsible in their work.

During the year, the number of full-time CRC employees totaled 230 people, 96 men and 134 women.

The average age of the staff is 43 years. Some 198 employees are university graduates.

The allocation of employees with higher education is in the following areas: technical, legal, industrial, economy, humanitarian and other. (Fig. 93)

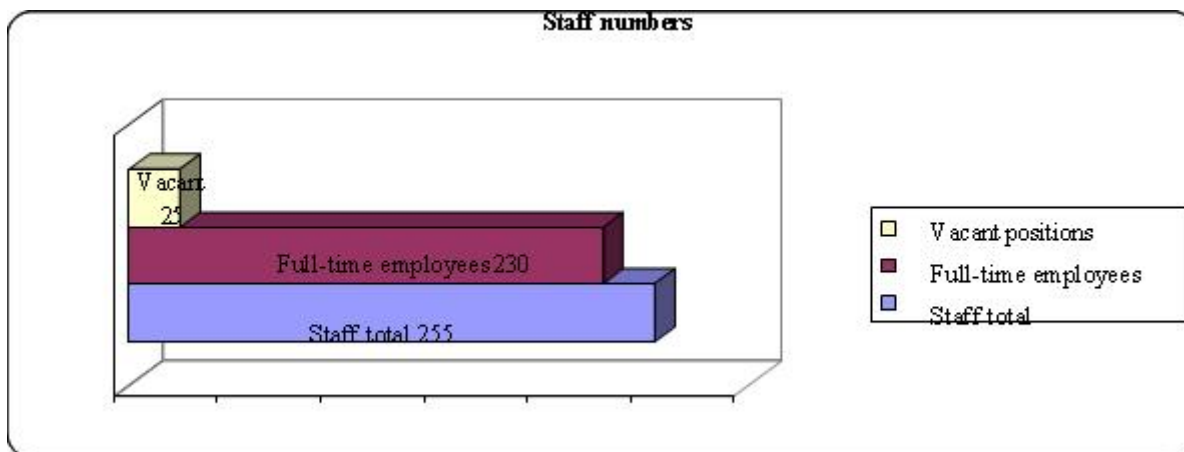


Source: CRC

Fig. 93

In compliance with the Internal rules and conditions for the selection, initiation and termination of employment relations and changes to the structure of CRC administration in 2009, there were 19 recruitment procedures called at the CRC and the result was 29 new employees.

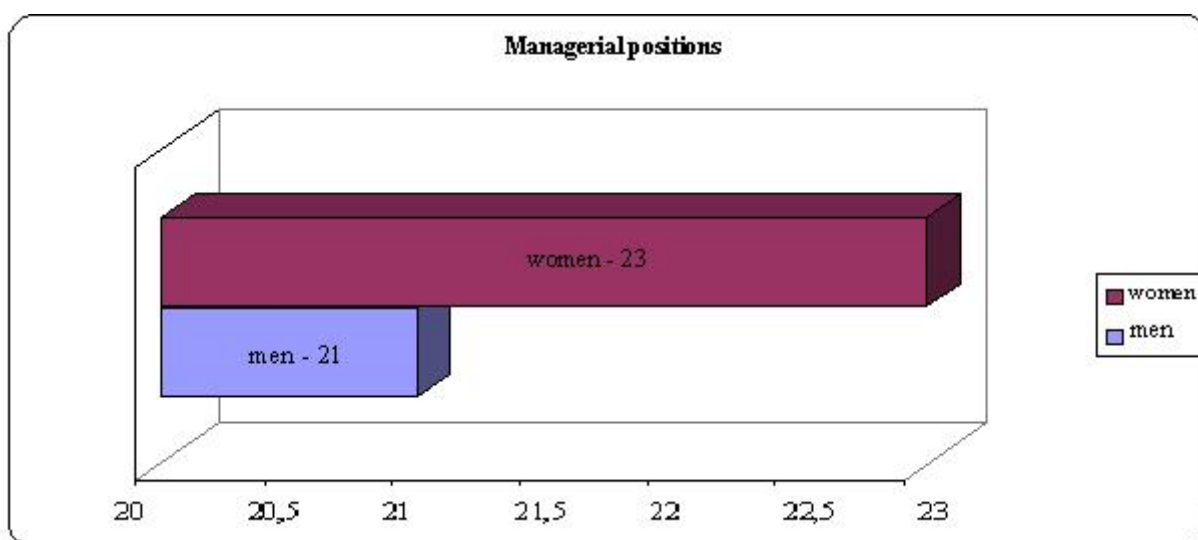
The total personnel count in 2009 was 225 people, of which 230 were full-time employees, whereas the vacancies totaled 25 (Fig. 94).



Source: CRC

Fig. 94

The number of managerial positions is 44, 21 out of them are men and 23 are women (fig. 95)



Source: CRC

Fig. 95

Structure and number of CRC administration in 2009 (fig. 96)

• Cabinet to the Commission	4
• Direct subordination positions	4
• General Directorate "Communications Control"	69
• "Authorization and Frequency Planning" Directorate	31
• "Technical Regulation and Electronic Signature" Directorate	13
• "Market Regulation" Directorate	27
• "Administrative and IT Services" Directorate	22
• "Financial, Business Services and HR Management"	26
• "International Activity and Communications with the EC" Directorate	6
• "Legal Regulation" Directorate	19

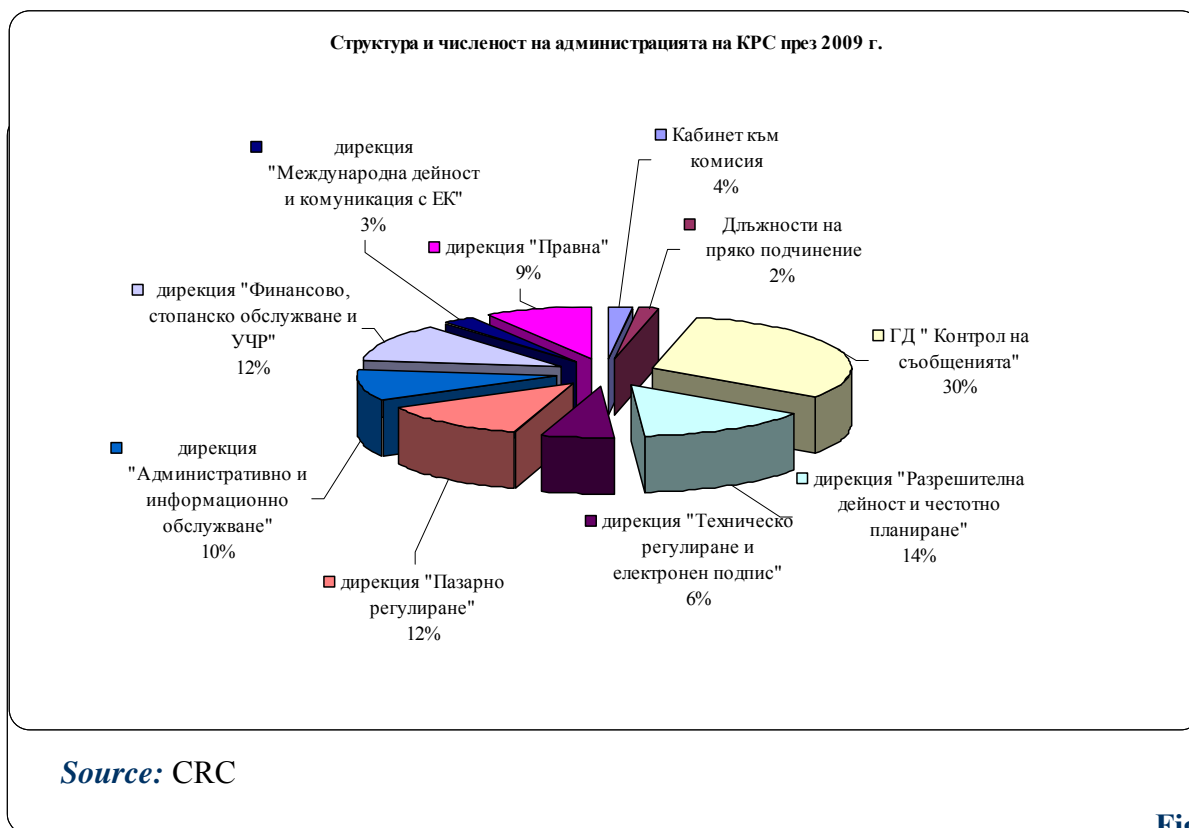


Fig. 96

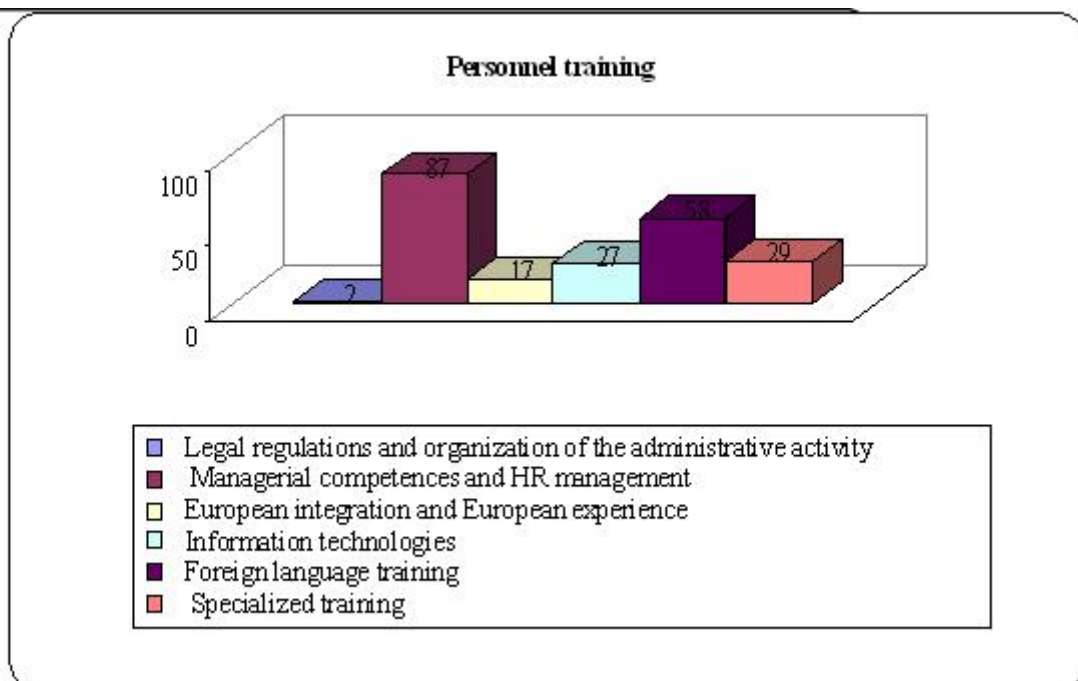
For yet another year, the CRC conducted an intern program, which was reaffirmed as a good practice at the CRC, which familiarizes trainees with the work specifics and the working environment.

According to the internal rules for salary arrangements, its own system for personnel remuneration and performance assessment, employees were stimulated to achieve high results and to perform their business duties in style.

To maintain a good professional environment, organization between the directorates and to raise the qualification of the staff, two managerial seminars were held, as well as seminars with representatives from various directorates on topics of common interest.

The number of employees who took part in various trainings in 2009 totaled 220 (fig.97).

Spheres of training and number of players:	
• Legal regulations and organization of the administrative activity	2
• Managerial competences and HR management	87
• European integration and European experience	17
• Information technologies	27
• Foreign Language Training	58
• Specialized training	29



Source: CRC

Fig. 97

2. Information services

The main activities related to the development of information services and technologies are characterized by various projects executed along the following lines:

2.1. Implementation, support and development of IT 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 at the CRC. Design and execution of a procedure for the selection of a contractor for the extension of a system to extend the platform for electronically signed documents.
- Maintenance and operation of an IT system “Licensing and registers,” which supports the management of IT processes related to the maintenance of the Commission’s electronic registers and allows public access via the Internet in line with the respective requirements under the Law on Electronic Communications, Law for Electronic Documents and Electronic Signature and Law on Postal Services.
- Analysis, development and maintenance of other main and subordinate IT systems: specialized software in the sphere of electronic communications, technological software applied by the specialized directorates, legal IT systems, accounting systems, storage and salary systems, etc.
- Preparation, certification of technical assignments and calling procedures for the selection of a contractor under “IT system ‘Licensing and registers’” project of the CRC in connection with the development of an applicable software provision for the information, authorization, licensing and registration activities aimed at the e-provision of complex administrative services to citizens and business under Operational Program “Administrative capacity,” Sub priority: 3.1. “Improvement of services catering to citizens and business, through electronic management development included” Priority axis: III. “Quality administrative services and development of electronic management” funded by the European Social Fund.

2.2. Data protection and electronic information

- Design of an Active Directory based on MS Windows Server 2003 and integrated with its internal PKI infrastructure.
- Design of a centralized system for anti-virus and anti-spam protection.
- Support and development of integrated system for access control and control over the working hours in the administrative buildings.

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

- Registration and filing of an up-to-date information about the IT-related services of the CRC administration with the “IT system for submitting reports on the condition of the administration” and “System for self-evaluation and reporting of administrative services.”
- Participation in inter- and internal institutional working groups as well as commissions, training programmes and seminars under the *e-government* projects.
- Issue and maintenance of universal electronic signatures according to the requirements of the Law for the Electronic Documents and Electronic Signature.

2.4. Technical and communication procurement and related services

- Support of VPN connectivity between the CRC offices throughout the country.
- Support and monitoring of available communication networks and resources and structural cable laying. Installation and setup of communication and network operating systems.
- Purchase, installation, commissioning and service of computer and technical equipment that come in support of CRC activities.

2.5. Coordination, control and personal assistance for the CRC staff

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