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X. ADMINISTRATION

1. Human resources

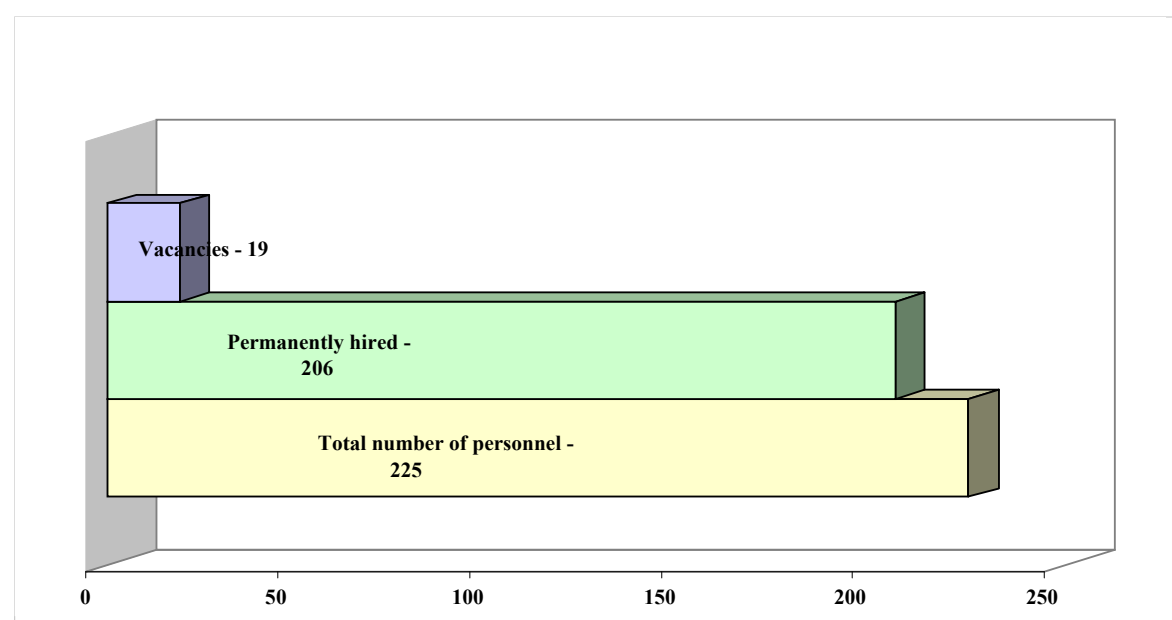
In order to carry out its activity and to achieve its strategic goals the Communications Regulation Commission strives to work with a team of competent and qualified specialists showing high working performance.

In 2006 the total number of the permanently hired personnel of CRC was 206 people - 88 men and 118 women, whose average age is 42 years. 183 of the employees of the Commission have a university degree.

Total number of personnel: 225

Permanently hired: 206; 92%

Vacancies: 19; 8%



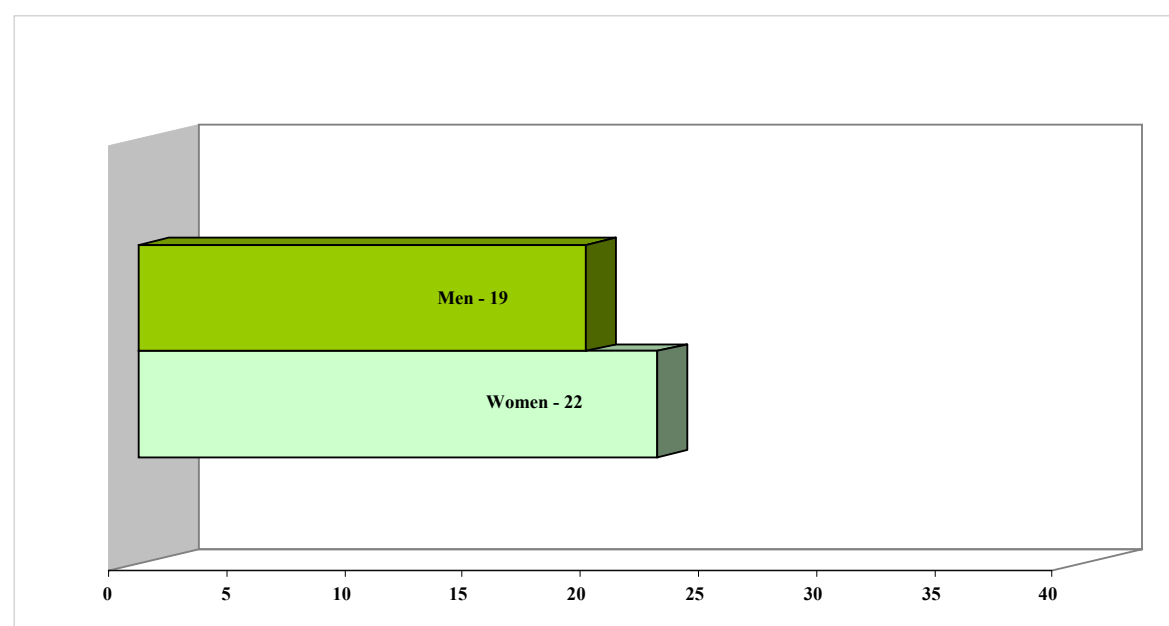
Source: CRC data

Fig. 98

Personnel with managerial positions: 41, among them 19 men and 22 women.

Men: 19; 46, 34 %

Women: 22; 53,66%



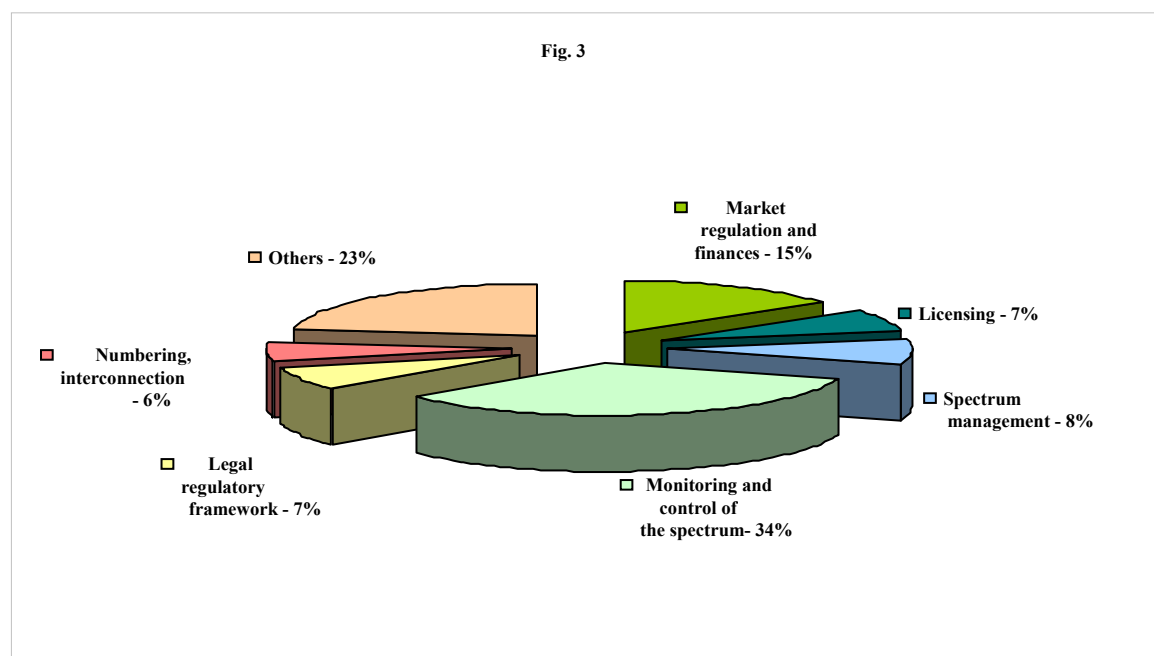
Source: CRC data

Fig. 99

Functional structure and number of personnel according to type of activity:

- Market regulation and finances 31
- Licensing 15
- Spectrum management 16
- Monitoring and control of the spectrum 69
- Legal regulatory framework 15

- Numbering, interconnection 12
- Others 48



Source: CRC data

Fig. 100

In 2006 were developed Internal rules about the terms and conditions for selection, hiring and dismissal of employees and changes in the administration structure. With their application a new order has been introduced for hiring of specialists for managerial and expert positions.

The organization of summer internships established itself as a good practice providing the opportunity to hire young well prepared specialists interested to work at CRC.

On the basis of an own system for remuneration of the personnel and appraisal of the work performance the employees were stimulated for achieved high results.

In accordance with the Government Income Policy the basic salaries of the employees were raised taking into account the results of the annual appraisal of the employees.

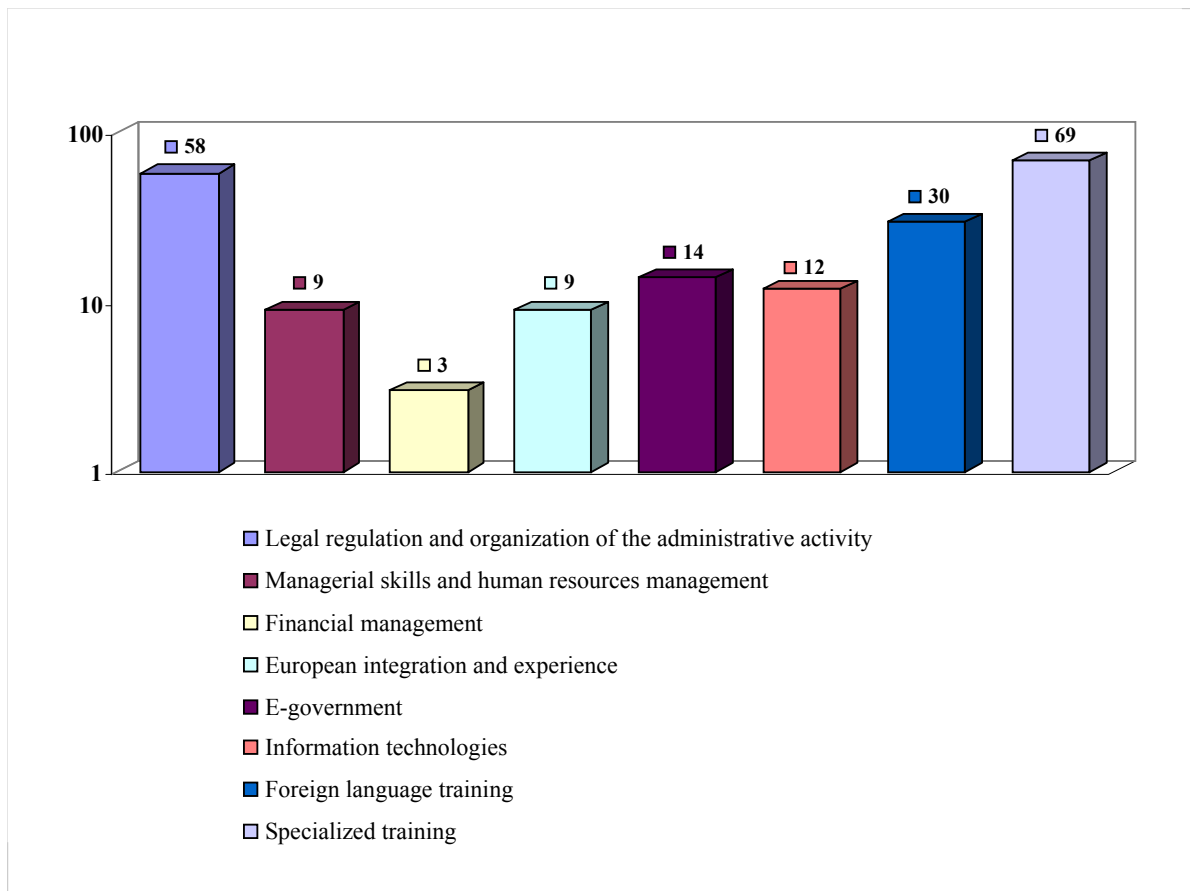
A seminar was organized in 2006 for training of CRC employees for internal auditors of the Quality management system ISO 9001-2000.

Training of the personnel:

The number of employees who have had different types of training in 2006 is 205.

Areas of training and number of participants:

- Legal regulation and organization of the administrative activity – 58
- Managerial skills and human resources management – 9
- Financial management – 3
- European integration and experience – 9
- E-government – 14
- Information technologies – 12
- Foreign languages training – 30
- Specialized training – 69



Source: CRC data

Fig. 101

2. IT services

The main activities related to the development of the information technologies at CRC in 2006 are exemplified by implemented projects in the following directions:

1. Implementation, analysis and development of information systems.

- 1.1. Implementation of web based document-flow system of CRC for 200 users functioning on corporate DBMS – „Oracle”. The new information system is servicing the entire clerk activity, the movement of documents, the control over the decisions, resolutions and terms within the Commission.
- 1.2. Maintenance and functional extension of the internal web corporate information system „Intranet portal of CRC”.
- 1.3. Maintenance and administration of internet servers, data base servers and applications.
- 1.4. Analysis, development and maintenance of other basic and supporting information systems: specialized software in the field of telecommunications, technological software, used by the specialized CRC directorates, legal information systems, accounting systems, storehouse and salary systems etc.

2. Protection of data and electronic information.

- 2.1. Development and maintenance of an electronic protection system of the working places with one-time authentication through smart cards, card readers and specialized software.
- 2.2. Development and maintenance of a corporate anti-virus protection firewall and anti-spam.

3. Activities related with realization of a project to implement the integrated system for control of the access and of the working time.

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

- 4.1. Maintenance of an up-to-date internet page of CRC providing information, means of communication and feedback with the citizens and the business.
- 4.2. Creation of an „Anti-corruption” section on the internet page of the Commission, providing an opportunity for the citizens and the business to submit electronically information for corruption activities of CRC employees.
- 4.3. Registration and submitting up-to-date information about the activities related to the IT servicing of the Commission’s administration in the “Information system for elaboration of reports on the

state of the administration” and the „System for self-assessment and report of the administrative servicing”.

4.4 . Active participation in intra-administration and inter-administration working groups, in commissions, training programs and seminars on e-government projects.

5. Maintenance and administration of a system for issuance of universal electronic signature of CRC, according to the provisions of the LEDES.

6. Technical and communication provision and support.

6.1. Analysis, design and construction of new segments of a structural cable system.

6.2. Maintenance and monitoring of available communications and network equipment and structural cabling.

6.3. Purchasing, installation, implementation and service of computer equipment and technical devices servicing the Commission’s activity.

7. Coordination, control and personal assistance of the CRC employees.

7.1. 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 correct exploitation of the systems.

7.2. Personal assistance, training and IT support of the employees.