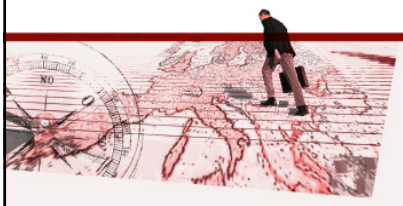


PORTUGAL 2007
Presidência do Conselho da União Europeia

Resource Centre

3rd European CAF Users Event

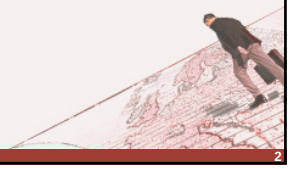
CAF eTool and users' database

Ann Stoffels and Lena Heidler
EIPA CAF Resource centre

Vision of CAF RC and CAF network

"The further dissemination of the CAF within Europe, maximising the collaboration at national and European level aiming to reach the target of 2010 registered CAF users in 2010, in order to contribute
- to the well functioning of public sector organisations and
- the quality of the service delivery to the citizens"

One of the tools: CAF Website and database



Action plan 2007 - 2008

Main objectives

- to support or assist MS in promoting and spreading the use of CAF at national level
- to promote the use of CAF at European level
- to support all organisations interested in the use of CAF

CAF on-line database

- Registration of users
- Registration of their good practices
- eTool for self-assessment
- Registration of SA results (optional)

CAF RC: 1042 registered users from 33 countries
(26 September 2007)

Belgium 195	Estonia 18	EU Institutions and EC 4
Italy 145	Bosnia-Herzegovina 17	Turkey 5
Hungary 98	Finland 19	Latvia 4
Portugal 92	Slovakia 12	Bulgaria 4
Denmark 80	France 11	UK 2
Austria 51	Greece 13	Netherlands 1
Czech Republic 53	Spain 9	Switzerland 2
Germany 46	Cyprus 6	Croatia 1
Slovenia 46	Sweden 5	Namibia 1
Poland 42	Ireland 4	China 2
Romania 22	Lithuania 4	
Norway 18	Luxembourg 5	

Good Practices

- Register your own good practice and thus make it accessible to other CAF users
- bench learning:
  - get new insights for your own organisation by looking at experiences from others
  - learn from each others strengths
  - help each other implementing improvements

EIPA CAF Resource centre

CAF self-assessment eTool

Definition: an online management tool, allowing

- members of the self-assessment groups (SAGs) to introduce evidences of strengths and areas of improvement (AoI), individual scores & suggestions for improvement (SfI)
- the SAG administrator to gather the results of the SAG (scores and evidences), in order to prepare the consensus meeting
- the SAG administrator to introduce consensus SA results
- the organisation administrator to submit the final scores to EIPA (voluntary); only then will EIPA have insight in the scores

Virtual CAF application

Virtual organisation: Apogee, an organisation who has decided to establish 3 self-assessment groups: SAG1, SAG2, SAG3

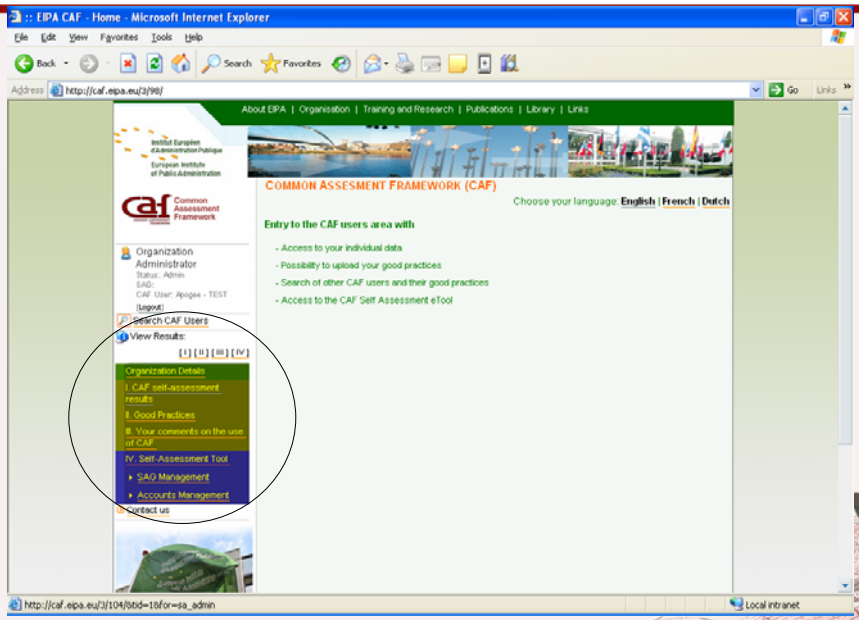
Levels/ functions

- **Organisation administrator**: responsible for the CAF application in the organisation & the main contact person for EIPA
  → creates SAGs (*SAG management*)
  → registers final CAF self-assessment results
- **SAG administrator**: person managing a SAG
  → manages a SAG and its members (*SAG management*)
  → registers strengths/AoI/SfI/ scores resulting from the consensus meeting of the SAG
- **Assessor**: member of a SAG
  → registers his/her individual strengths/AoI/SfI/scores

Steps

1. Request registration as a user (by Organisation administrator)
2. Organisation administrator creates SAGs
3. SAG administrator creates assessor accounts
4. Individual assessors carry out self-assessment individually
5. SAG administrator gathers the results, prepares the consensus meeting
6. Consensus meeting: SAG administrator registers consensus data
7. Final results (strengths, areas of improvement, suggestions for improvement, scores)
8. ***Ready to proceed with the action plan*** ...

Level 1: Organisation administrator



Level 1: Organisation administrator

The following entries are offered

- **Organisation details**: Update here the identification data of your organisation as a whole (edit function)
- I. CAF SA results; II. Good practices; III. Comments on the use of CAF
- **IV. CAF self-assessment eTool**
- **SAG management**: create SAGs of organisation (new entry)
  Accounts management:
  - Create SAG Administrators responsible for each of the SAGs
  - View persons registered as SAG Administrator and/or Assessor (edit/delete)

Level 2: Group administrator

The following entries are offered

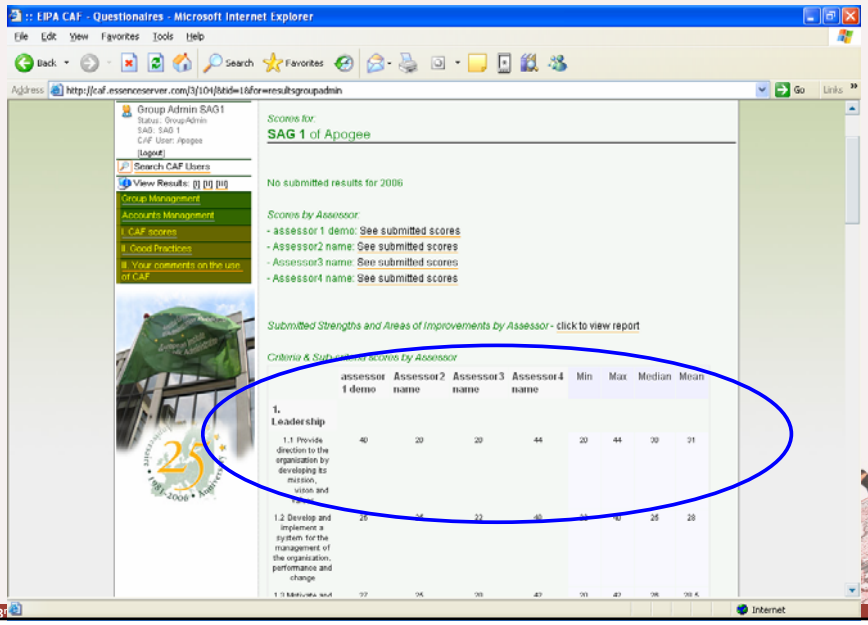
IV. CAF self-assessment eTool

SAG management: Edit the data of your SAG
Accounts management:
- Create assessors of your SAG
- View list of persons registered as Assessor (edit/delete)

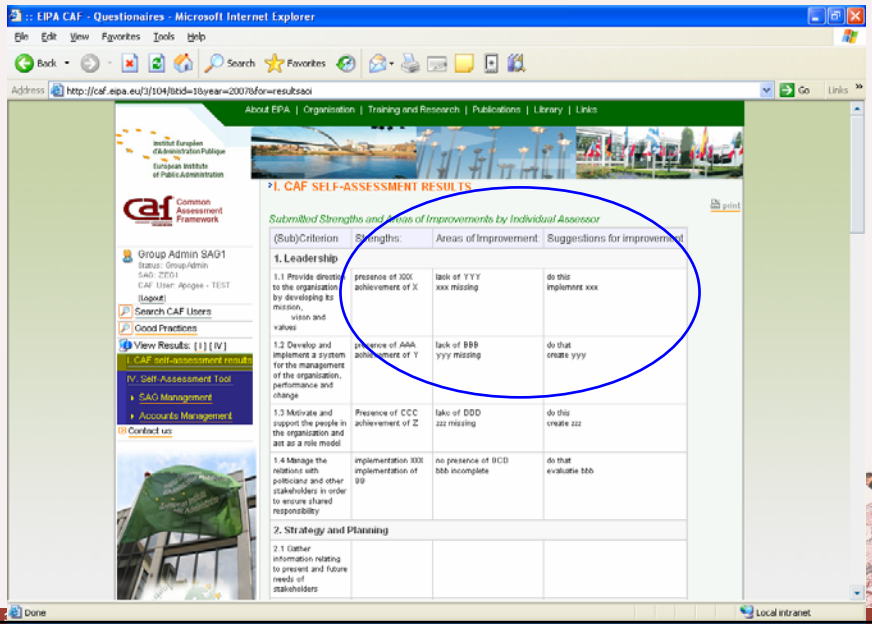
View Results :

- the SA results of the individual assessors (i.e. check who has made his/her contribution)
- an overview of the strengths and areas of improvement reported by the different assessors
- scores for (sub)criteria for the different assessors of the SAG with indication of min/max score, the median and the mean

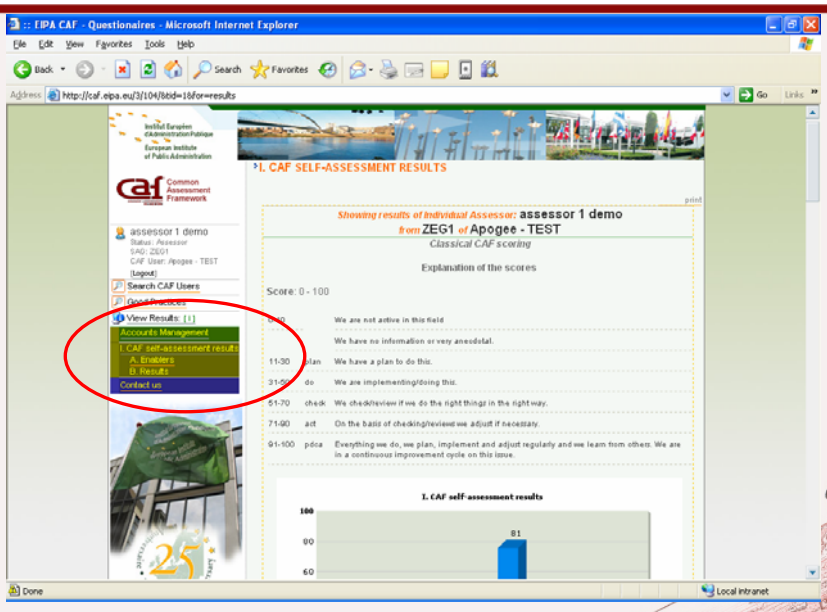
Group admin level: scoring info assessors



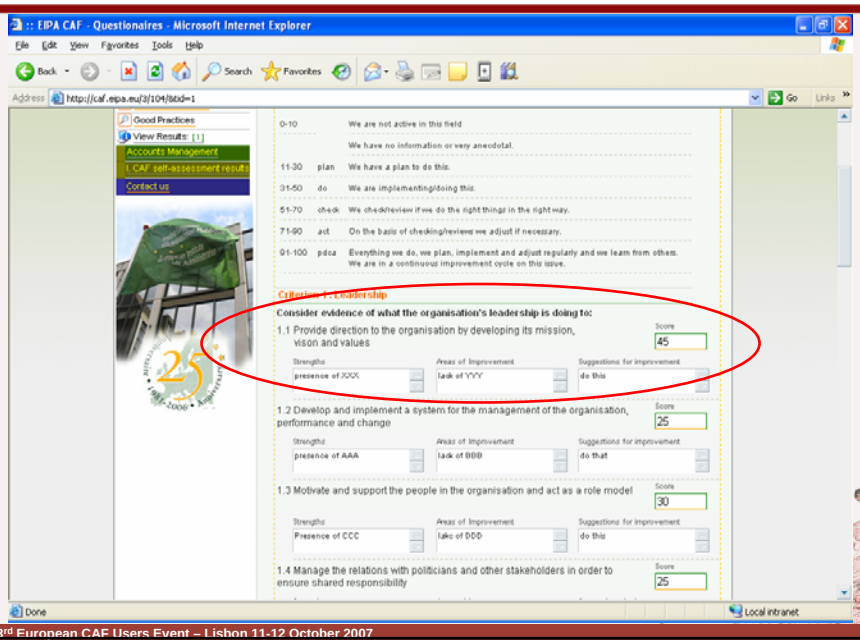
Group admin level: info on strengths and areas of improvement



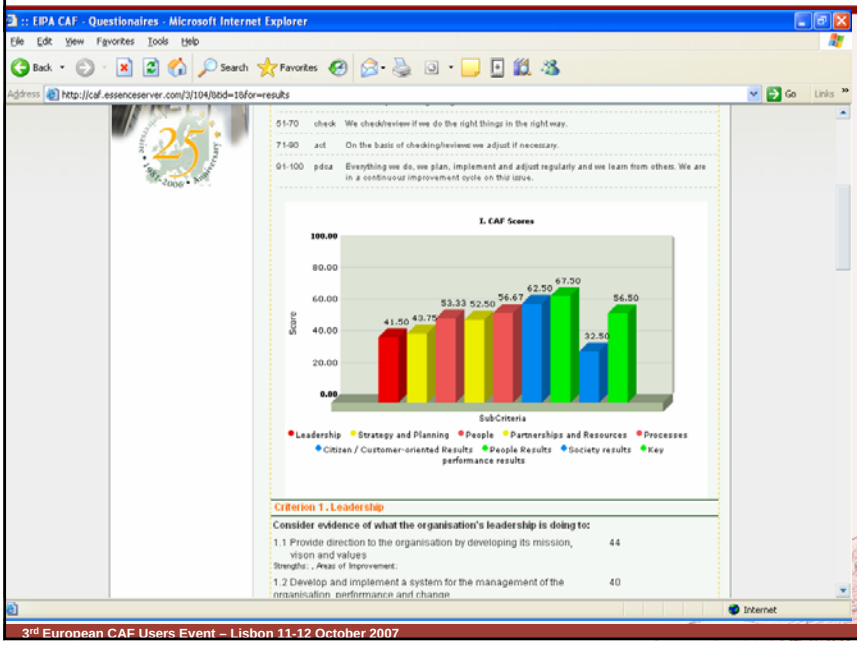
Level 3 : Assessor - entry



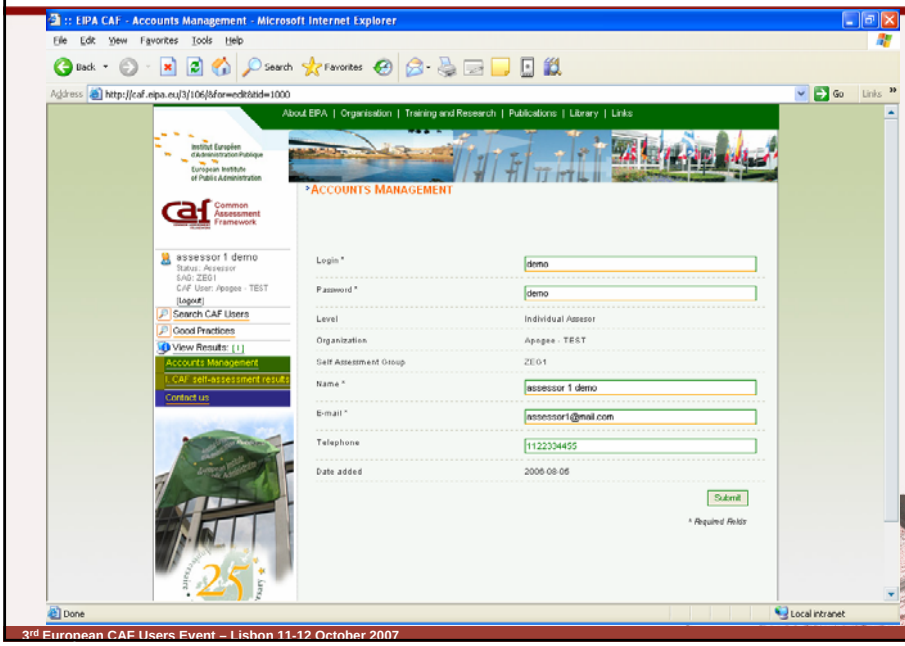
Level 3 : Assessor - scoring



Level 3 : Assessor - view scoring



Level 3 : Assessor - accounts mgt



CAF website, contact and access codes

Website EIPA CAF resource centre

www.eipa.eu → CAF → Login for registered users
http://www.eipa.eu/en/topics/show/&tid=191

Level 1: Organisation administrator Apogee
Login: OrgAdmin
Password: OrgAdmin
Level 2 SAG administrator SAG 1
Login: admin
Password: admin
Level 3 – Assessors from SAG 1
Login ass1: demo – Password ass1: demo
Login ass2: assessor2 – Password ass2: assessor2

Contact:

Ann Stoffels and Lena Heidler
E-mail: caf@eipa-nl.com