

PORTUGAL 2007
Presidência do Conselho da União Europeia

CAF Resource Centre
European Institute of Public Administration


3rd European CAF Users Event

CAF eTool and users' database

Ann Stoffels and Lena Heidler
EIPA CAF Resource centre

3rd European CAF Users Event, Lisbon 11-12 October 2007


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



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2

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

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

Address: <http://caf.epa.eu/2/96/>

Organization Administrator
SAG: Admin
CAF User: Apple - TEST
Logout

View Results:
Organization Details
CAF self-assessment results
Good Practices
Your comments on the use of CAF
Self-Assessment Tool
SAG Management
Accounts Management
Contact us

Entry to the CAF users area will:

- Access to your individual data
- Possibility to upload your good practices
- Search of other CAF users and their good practices
- Access to the CAF Self Assessment eTool

Choose your language: English | French | Dutch

Local intranet

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

EIPA CAF - Questionnaires - Microsoft Internet Explorer

Address: http://caf.esenserver.com/3/104/8td=1&for=results&groupadmin

Group Admin SAG1
 Status: Group Admin
 SAG: SAG 1
 CAF User: Apogee

Search CAF Users
 View Results: 0/0 (0)

CAF Scores
 CAF Practices
 Your comments on the use of CAF

Scores for SAG 1 of Apogee

No submitted results for 2006

Scores by Assessor
 - assessor 1 demo: See submitted scores
 - Assessor2 name: See submitted scores
 - Assessor3 name: See submitted scores
 - Assessor4 name: See submitted scores

Submitted Strengths and Areas of Improvements by Assessor - click to view report

Criteria & Submitted scores by Assessor

	Assessor1 demo	Assessor2 name	Assessor3 name	Assessor4 name	Min	Max	Median	Mean
1. Leadership								
1.1 Provide direction to the organization by developing its mission, vision and values	40	20	20	44	20	44	30	31
1.2 Develop and implement a system for the management of the organization, performance and change	25	25	22	40	25	40	25	28
1.3 Motivate and support the people in the organization and act as a role model	37	36	38	43	33	43	36	38.5

Group admin level: info on strengths and areas of improvement

EIPA CAF - Questionnaires - Microsoft Internet Explorer

Address: http://caf.eipa.eu/3/104/8td=10&year=2007&for=results&ca

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Submitted Strengths and Areas of Improvements by Individual Assessor

(Sub)Criterion	Strengths	Areas of Improvement	Suggestions for improvement
1. Leadership			
1.1 Provide direction to the organization by developing its mission, vision and values	presence of 300 achievement of X	lack of YYY xxx missing	do this implement xxx
1.2 Develop and implement a system for the management of the organization, performance and change	presence of AAA achievement of 1	lack of BBB yyy missing	do that create yyyy
1.3 Motivate and support the people in the organization and act as a role model	Presence of CCC achievement of 2	lack of DDD zzz missing	do this create zzz
1.4 Manage the relations with politicians and other stakeholders in order to ensure shared responsibility	implementation XXX implementation of 99	no presence of BCD bbb incomplete	do that evaluate bbb
2. Strategy and Planning			
2.1 Gather information relating to present and future needs of stakeholders			

Level 3 : Assessor - entry

Address: http://caf.epa.eu/3/104/8bd=18for=results

I. CAF SELF-ASSESSMENT RESULTS

Showing results of individual Assessor: **assessor 1 demo**
from **ZEG1 of Apogee - TEST**
Classical CAF scoring

Explanation of the scores

Score: 0 - 100

We are not active in this field.
We have no information or very anecdotal.

11-50 plan We have a plan to do this.

31-50 do We are implementing/doing this.

51-70 check We check/review if we do the right things in the right way.

71-90 act On the basis of checking/reviews we adjust if necessary.

91-100 pdca Everything we do, we plan, implement and adjust regularly and we learn from others. We are in a continuous improvement cycle on this issue.

I. CAF self-assessment results

100
90
81
60

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15

Level 3 : Assessor - scoring

Address: http://caf.epa.eu/3/104/8bd=1

II. Evidence of leadership

Consider evidence of what the organisation's leadership is doing to:

1.1 Provide direction to the organisation by developing its mission, vision and values. Score: **45**

Strengths: presence of XXXX. Areas of improvement: Lack of YYYY. Suggestions for improvement: do this.

1.2 Develop and implement a system for the management of the organisation, performance and change. Score: **25**

Strengths: presence of AAA. Areas of improvement: Lack of BBB. Suggestions for improvement: do that.

1.3 Motivate and support the people in the organisation and act as a role model. Score: **30**

Strengths: Presence of CCC. Areas of improvement: Lack of DDD. Suggestions for improvement: do this.

1.4 Manage the relations with politicians and other stakeholders in order to ensure shared responsibility. Score: **25**


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16

Level 3 : Assessor - view scoring

EPA CAF - Questionnaires - Microsoft Internet Explorer

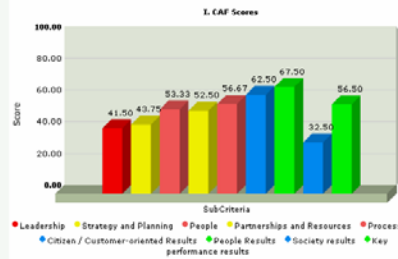
Address: http://caf.essenceserver.com/3104/00d=10for=results



61-70 check We check/review if we do the right things in the right way.

71-90 act On the basis of checking/reviews we adjust if necessary.

91-100 pdoi Everything we do, we plan, implement and adjust regularly and we learn from others. We are in a continuous improvement cycle on this issue.



Sub-Criteria	Score
Leadership	41.50
Strategy and Planning	49.75
People	53.33
Partnerships and Resources	52.50
Processes	56.67
Citizen / Customer-oriented Results	62.50
People Results	67.50
Society results	32.50
Key performance results	56.50

Criterion 1. Leadership

Consider evidence of what the organisation's leadership is doing to:


1.1 Provide direction to the organisation by developing its mission, vision and values.	44
1.2 Develop and implement a system for the management of the organisation, performance and change.	40

Level 3 : Assessor - accounts mgt

EPA CAF - Accounts Management - Microsoft Internet Explorer

Address: http://caf.epa.eu/3106/Morwed90d=1000


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Common Assessment Framework

[assessor 1 demo](#)
Status: Assessor
EMO: ZEE1
CAF User: Appage - TEST
[Logout](#)

[Search CAF Users](#)
[Good Practices](#)
[View Results \(1\)](#)
[Accounts Management](#)
[1 CAF self-assessment results](#)
[Contact Us](#)



ACCOUNTS MANAGEMENT

Login *
 Password *
 Level: Individual Assessor
 Organization: Appage - TEST
 Self Assessment Group: ZEE1
 Name *
 E-mail *
 Telephone:
 Date added: 2006-08-06

* Required fields

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