

User Guide for the CAF Self Assessment eTool

Introduction

The CAF Self Assessment e-Tool - developed at the EIPA CAF Resource Centre (RC) – is an easy-to-use application that supports organisational self-assessments with the CAF in view of achieving consensus on strengths, areas of improvement and scores. The tool compiles the individual input of those who are part of the self-assessment group (SAG) and provides the chair of the SAG with a coherent document including all individual evidences (strengths/ areas of improvement) and scores as input for the consensus dialogue/process.

The CAF Self Assessment eTool is free of charge and put at the disposal of individual organisations that apply the CAF or have taken an official decision to do so.

Other interested persons can ask the CAF RC for access codes (mailto: caf@eipa.eu) to try out the online eTool.

This guide explains the necessary steps allowing you to use the e-Tool in your organisation

Structure and set-up

DIFFERENT ROLES/ LEVELS¹

1. The person organising the CAF within this organisation (the so-called *Organisation administrator* or “*OrgAdmin*”) registers as a CAF user at caf.eipa.eu and obtains a personal login/password.
2. *OrgAdmin* creates one or more *Self Assessment Groups* (SAG’s)
Depending on how many SAG’s are present in an organisation, accounts are created for one or more SAG(s).
3. *OrgAdmin* creates accounts for the chair of each SAG (the so-called *SAG administrator*)
 - ! It is always necessary to create a SAG administrator account, even if the organisation administrator and the SAG administrator are one and the same person and there is only one SAG; only the SAG administrator can consult the combined SA results of his SAG, not the organisation administrator!
 - Please note that the login and password for the Organisation Administrator and the SAG administrator and/or assessor have to be different!
4. The Organisation administrator and/or the SAG administrator creates individual *accounts for the assessors* within his/her SAG
 - ! The SAG administrator has to create for him/herself an account as individual assessor:

!!! One person with different functions:

Please note that you have to use different logins and passwords if you need different accounts for one and the same person
e.g. One person being at the same time the organisation administrator, a SAG administrator and an individual assessor should create 3 accounts for him/herself and needs 3 different logins and passwords

¹ See also **Annex 1: map of the different levels of administration of the eTool**

Hierarchy/ structure

The only person that has all the possibilities and insight into the data provided by SAG administrators and Individual Assessors is the Organisation Administrator. Each SAG administrator can manage the details of his/her SAG.

Important remark: the SAG administrator should have two accounts for himself i.e.

- a) an account as SAG administrator where he introduces the input from the SAG, resulting from the consensus meeting (see point IV)
- b) an “individual assessor account” for his individual input as assessor/ member of the group.

Important

You can always interrupt your visit and the introduction of the results of your self-assessment, if you wish. However, in this case, **you have to save your input i.e. “Submit values”**. We suggest to do this on a regular basis.

DIFFERENT STEPS

I. Registration

1. Request registration as a user (by Organisation administrator)

The organisation administrator (OA) registers at : <http://caf.eipa.eu/3/107/&for=new> and receives a personal login and password (as organisation administrator)

II. Starting up the self-assessment

2. OA logs in and creates SAG(s) and SAG administrator(s)
3. SAG administrator receives a login and password from the OA and creates assessor accounts

The OA and the *SAG administrator* log in at caf.eipa.eu/

The *OA* has two options:

- (A) SAG Management &
- (B) Accounts Management

Status: Orgadministrator	
CAF User: Organisation X Logout	
Search CAF Users	
Good Practices	
View Results: [I] [IV]	→ View [I] the SA results of the organisation → View [IV] the SA results of the SAGs
I. CAF self-assessment results	→
IV. Self-Assessment Tool	
▶ SAG Management	→ Create SAG(s)
▶ Accounts Management	→ Create/Edit SAG administrator(s) and (optional) individual assessors
Contact us	


(A) SAG Management

To create accounts for SAG(s) click on the icon “SAG Management” and the following screen will be displayed:

SAG MANAGEMENT

[New entry](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

SAG 1 Organisation X [See this SAG's assessors]	 edit  delete
SAG 2 Organisation X [See this SAG's assessors]	 edit  delete
SAG 3 Organisation X [See this SAG's assessors]	 edit  delete

“New Entry”: here the organisation administrator can create new/additional SAGs.

As an organisation administrator you can at any stage edit the details of the SAGs or delete them.

(B) Accounts Management

The icon “Accounts Management” allows the OA

- to create SAG administrators and (optional) individual assessor profiles. The latter can be also done at the level of the SAG administrator.
- once the OA has created SAG administrators and possibly also individual assessors, he has to inform these people about their login data so that they are able to login individually

III. Individual scoring

4. Individual assessors carry out self-assessment individually






Once the Organisation Administrator has created all SAG's and their Administrators, and all SAG Administrators have created the accounts for their Individual Assessors, the Individual Assessors can access the e-Tool and enter keywords on strengths, areas of improvement and scoring. In order to do so he also goes to the CAF website (caf.eipa.eu) and logs in with his username and password under CAF Self Assessment e-Tool > Login (for registered users only).

For further details, see Annex II

IV. Consensus meeting

5. Preparation: SAG administrator gathers the results, prepares the consensus meeting
6. Implementation: Consensus meeting
7. Final results (strengths, areas of improvement, scores)
8. Next step: Ready to proceed with the action plan ...

Once all individual Assessors have submitted their input, the SAG Administrator has at its disposal (under IV. Self-Assessment Tool or View Results IV) the following information:

 Group Admin SAG1 Status: GroupAdmin SAG: SAG 1 CAF User: Apogee Logout	
 Search CAF Users	
 Good Practices	
 View Results: [I] [IV]	<p>→ View [I] the SA results of the SAG (at group level) = OUTPUT</p> <p>→ View [IV] analysis of individual SA Results</p>
I. CAF self-assessment results	
IV. Self-Assessment Tool	
▶ SAG Management	→ Edit details of the SAG
▶ Accounts Management	→ Create/Edit individual assessors of the SAG
 Contact us	

(A) information on the individual input : strengths, areas of improvement and scores

Scores for:

SAG 1 of Organisation X

Scores per Evaluator:

- assessor 1 demo: [See submitted scores](#)
- Assessor2 name: [See submitted scores](#)
- Assessor3 name: [See submitted scores](#)
- Assessor4 name: [See submitted scores](#)

(B) information on the overall input regarding strengths and areas of improvement

Submitted Strengths and Areas of Improvements by Assessor - [click to view report](#)

The Group Administrator has the possibility to see all strengths and areas of improvement by using the “click to view report”-function:

Strengths and Areas of Improvement by Assessor

(Sub)Criterion	Strengths	Areas of Improvement
1. Leadership		
1.1 Provide direction to the organisation by developing its mission, vision and values	A vision and a mission for the administration was elaborated three years ago	Nothing has been done yet in the area of values statement and code of conduct Employees, customers/citizens and other stakeholders have not been involved up to now in the vision and mission definition process.

(C) information on the overall input regarding scores

All criteria and sub-criteria are shown with the scores each Individual Assessor has submitted and some calculations allowing to see important gaps, differences in opinion.

Criteria & Sub-criteria scores by Assessor

	assessor 1 demo	Assessor2 name	Assessor3 name	Assessor4 name	Min	Max	Median	Mean
1. Leadership								
1.1 Provide direction to the organisation 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 organisation, performance and change	25	25	22	40	22			

The SAG administrator should export these files to a Word or Excel file, in order to

- make a synthesis before the meeting
- create a consensus document during the meeting, which will be the basis of the final report

At the consensus meeting this input is available for discussion (i.e. can be shown on the screen if the necessary facilities are available – computer/beamer/ internet connection). The SAG administrator can also distribute the documents he/she has elaborated in another way, depending on the needs and possibilities within the organisation.

OPTIONAL (relevant when the results of different SAGs have to be integrated into one report/result)

Once consensus has been reached among the members of the SAG, the SAG Administrator is responsible for introducing the results of the SAG. To do this he has to log in with his status as SAG Administrator and indicate the final results of the consensus meeting under “I. CAF self-assessment results”.

Confidentiality

All the data an organisation administrator and its staff submit through the eTool are confidential and not accessible for/used by the EIPA CAF Resource Centre, unless our helpdesk is asked to intervene and we are using your login and password in order to do so.

Annex 1: map of the different levels of administration of the eTool

Different levels	I. CAF SA results	IV SA tool
	Input	Output
<pre> graph TD OrgAdmin[Organisation Administrator (contact person)] SAG1[SAG Administrator of SAG I] SAG2[SAG Administrator of SAG II] SAG3[SAG Administrator of SAG III] IA1[Individual Assessor] IA2[Individual Assessor] IA3[Individual Assessor] IA4[Individual Assessor] IA5[Individual Assessor] IA6[Individual Assessor] IA7[Individual Assessor] IA8[Individual Assessor] IA9[Individual Assessor] OrgAdmin --- SAG1 OrgAdmin --- SAG2 OrgAdmin --- SAG3 SAG1 --- IA1 SAG1 --- IA2 SAG1 --- IA3 SAG2 --- IA4 SAG2 --- IA5 SAG2 --- IA6 SAG3 --- IA7 SAG3 --- IA8 SAG3 --- IA9 </pre>	<p>Step 7 SA results of the organisation</p> <p>Option: Transmit SA results to EIPA</p> <p>Step 6 SA results of the SAG</p> <p>Step 4 Individual SA results</p>	<p>Summary of SAG groups (if completed)</p> <p>Step 5 Summary of individual assessors (if completed)</p> <p>-</p>

Annex 2: CAF eTool - Short user guide for individual assessors


As soon as the individual accounts have been created by the Self Assessment Group (SAG) administrator, each assessor can conduct the self-evaluation via the e-tool by inserting his/her input on the strengths and areas of improvement, and the scores he would award his/her organisation.


The individual assessor in practice:


1. Log in via the CAF website caf.eipa.eu
2. Click on “CAF Self Assessment e-Tool” > “Login (for registered users only)”
3. Insert your individual login and password

Under I. CAF self-assessment results you can insert your individual input (strengths, areas of improvement, scores).

assessor 1
Status: Assessor
SAG: SAG 1
CAF User: Organisation X
[Logout](#)

 [Search CAF Users](#)

 [Good Practices](#)

 [View Results: \[1\]](#)

Account Management
I. CAF self-assessment Results
Contact us

You can stop with the evaluation in between and continue again later, if you wish. However, **in this case, you have to save your input before you logout (“Submit values”)**.

Any time you want to you can look at your input (**but only if you have clicked “Submit values” after your previous visit**) and print it out by clicking on the “print” button in the upper right corner.

Under “**Accounts Management**” you have access to your personal information.