The 8th CAF User Event under the Bulgarian Presidency, Sofia 12th April 2018.

The 8th CAF User Event was organized by EIPA and the Bulgarian Institute of Public Administration and took place in Sofia on April 12 2018. The event followed the EUPAN meeting and was a great success, with an attendance that went over 160 participants, from all the different European delegations. The location was the beautiful Boyana Residence in Sofia Bulgaria; nevertheless, the primary emphasis of the event is on the roadmap for the revision of the CAF model, which will be called CAF 2020. The event in fact, together with the CAF National Correspondents working group meeting, which took place in the same venue a day after the user event, has brought together CAF users from all the countries to reach an agreement on how to improve the Common Assessment Framework for the years to come. Needless to say, the Austrian CAF National Correspondents, who will take over the EU presidency in the second half of 2018, have fixed future dates of CAF meetings for the remainder of the year, demonstrating the willingness and cohesion to work that resides within the CAF network.

As well as commencing to work on the CAF 2020 model, the 8th CAF User Event was attended by illustrious speakers who gave their insights in the use and challenges of total quality management tools both in their respective countries and in the EU as a whole. To begin with, Ms. Simona Gueorguieva from the Council of the Minister of the Bulgarian Presidency, opened the meeting with remarks on the importance of CAF and of the EUPAN
network in Bulgaria. Secondly, Mr. Veiko Tali, Secretary-General of the Estonian Ministry of Finance, highlighted the importance of CAF in Estonian Public Administration with a major emphasis on how CAF can stimulate people by creating an environment that focuses on working efficiently towards common goals. And last but not least, Mr. Daniele Dotto Head of Unit in the European Commission presented the importance of quality management in structural reforms.


A day after the user event, the National Correspondents remained in Sofia for the working group meeting, which took the results of the learning labs of the previous day event to begin the drafting and redesign of the CAF model. The meeting was a productive opportunity to discuss the next steps towards CAF2020. EIIPA together with the Austrian delegates, present both at the user event and at the working group meeting, stipulated the roadmap from now until the end of the year. The National Correspondents will meet again in Brussels on July the 3rd and in Austria in October.

Digitalization and the use of CAF in the Belgian pension institutions.

*my pension.be. A catalyst for innovation in the field of pension.*

Starting out as a single scheme online pension file in 2010, *my pension.be* has been transformed in a multi-scheme, multi-pillar personal pension portal. It offers citizens information on the three main statutory pension schemes, it gives a general estimate of pension dates and pension schemes, as well as a complete overview of current and past information regarding their occupational pension. The Common Assessment Framework, helped define the way *my pension.be* was shaped by allowing inspection of the general strategy, the definition of partners, the search for facts and data, and the step-by-step development of the application.

The application and implementation of the CAF model to *my pension.be*, has allowed to reach the full potential of digitalization in the Belgian pension scheme system. In fact, it has given citizens a tool that offers a clear view on his current and future pension build up. Citizens themselves can directly see the impact of changing pension regulation on their pension date and pension amount. Furthermore, it is an interactive tool between the citizen and the pension administration. This is done through an active e-communication policy between citizens and the federal pension service.

The implementation and monitoring of the CAF model brought to two different analysis; in 2011 and in 2017. The first analysis showed that the digital channel was insufficiently developed. The organization had defined a
multi-channel strategy, but the results for the citizen were insufficient. The 2017 analysis showed that the investments made had largely eliminated the gap. In the time between the two CAF analyses, the digital channel has been expanded and the necessary adjustments have been made based on the feedback from both external and internal clients. The Federal Pension Service is evolving. An example of this is the ongoing review of the entire digital strategy. *Mypension.be* is a massive success. Since the latest update on more than 900,000 unique users have visited the site. Proving that the real needs of Belgian citizens are impressively satisfied.

The latest CAF analysis shows that the CAF model must be continuously implemented. After the second analysis we see improvements in all areas in which action has been taken between the two CAFs. This has allowed *Mypension.be* to increase the satisfaction of both employees and citizens without having to initiate totally new projects, but by improving existing ones on the basis of internal and external feedback.

**Self-assessment through CAF. The National Security Institute of the Republic of Bulgaria between 2014 and 2016.**

The National Social Security Institute (NSSI) is an organization which staff is approximately 3500 people. It has 28 territorial branches and is responsible for administering of many social insurance funds and social insurance schemas. Therefore, the reliable and sound management is a must. In order to be effective, management processes have to be based on a structural analysis of data and information. Well-designed human resource development policies have to be in place. Moreover, the interaction with external stakeholders must be formed and developed on the basis of a systematic approach. Taking into account that the current state of the organization and applied managerial practices have to be regularly assessed and continuously improved, in the end of 2015 it was decided that NSSI to become a part of a project aiming at introducing the CAF in public administration in Bulgaria. The project was supported by the ESF co-funded Operational Programme “Good Governance” 2014-2020. The agreement was signed in 2016 and the self-assessment was implemented in 2017.

The results were produced by consolidating the reports of two taskforces (SAG) which worked independently from each other. The self-assessment report was consensually prepared both within and between these two groups. As a result, of a casual analysis of the separate criteria and sub-criteria used for the assessment, several areas requiring improvements were identified. Among them, there are some fundamental issues such as the interaction with partners, human resource development in the NSSI as an innovative social security institution that people trust in and which applies the open management principles.
Agenda 2018

CAF2020 Road-Map

Workshop of CAF Experts in Brussels
July 2018

Draft of CAF Criteria and Subcriteria

Workshop of CAF Experts in Vienna
October 2018

Visit the website of CAF at EIPA (www.eipa.eu/CAF) to see for yourself and find out what the CAF 2013 model might bring to you. For more information and updates on translations into other languages you can also contact your CAF National Correspondent.

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