



UNIUNEA EUROPEANĂ  
Program Cofinanțat din  
Fondul Social European



GUVERNUL ROMÂNIEI



Inovație în administrație  
Programul Operațional  
"Dezvoltarea Capacității  
Administrative"

# „European Standards in using information technology for the public administration–national certification program for civil servants”

## SMIS code 2773

European Social Fund – Operational Program Administrative Capacity Development





# Project coordinates

<b>Title</b>	“European Standards in Using Information Technologies in Public Administration –National Program for Civil Servants’ Certification” SMIS Code 2773
<b>Implementation period</b>	26.09.2009- 26.02. 2012
<b>Beneficiary</b>	National Agency of Civil Servants
<b>Budget</b>	13.471.332 lei V.A.T included
<b>Financing source</b>	European Social Fund – Operational Program Administrative Capacity Development, Priority Axis 1 – Structural and process improvements in managing the public policy cycle, Key area of intervention 1.3 Improvement of organizational effectiveness





# The idea behind the project

The necessity of the project was identified following a national analysis, therefore the project aims solving the following problems:

**time loss** generated by inefficient computer handling and low rate in using IT applications

low levels of **administrative efficiency** and productivity because of poor staff training in computer skills;

**poor quality and lack of promptness** in providing citizen services;

**lack of a unitary database** containing the number of civil servants certified by ECDL;

**high cost** due to mainly using telephone services in relation to NACS;

**low motivation** of civil servants;

**high consumption of paper..**



# Scopul proiectului



Developing internationally recognized PC operating abilities through the European Computer Driving License ECDL for 12,000 civil servants from central and local public administration and improving their communication with NACS.



# Beneficiary institutions



1.287 central  
and local public  
institutions and  
authorities

- 432 local town Halls;
- 34 Prefectures;
- 35 County Councils;
- 151 City Halls
- 635 central and local public institutions and authorities.



# Training program

- Module 1 Basics of Information Technology (IT)
- Module 2 Using the Computer and Managing Files
- Module 3 Word Processing
- Module 4 Spreadsheets
- Module 5 Databases
- Module 6 Power Point Presentations
- Module 7 Information and Communication



# Results



- 12,000 civil servants trained in the area of information technologies in view of obtaining the ECDL certification. ECDL START / COMPLETE certification was obtained by a total number of 11,732 civil servants, of whom 12,266 obtained ECDL COMPLETE certificates and 466 obtained ECDL START certificates;
- Graduation rate was of 97.77% of the 12,000 civil servants that participated in the ECDL courses, and ECDL COMPLETE certified ones represent 96.06% of the total number of civil servants certified;
- Integrated national database developed, containing data regarding number of civil servants trained;



# Results

- Time for electronic information processing decreased by 62 % in comparison to the initial situation before the training and efficiency, defined as time-performance ratio, improved by 89%;
- 69% of the management personnel assesses that communication with NACS improved to a large or very large extent in the activity of drafting and sending specific documents;
- 7 training modules taught, 302,523 training days and 167 trainers involved in the project; 1,287 public institutions and authorities benefiting from the training, 816 groups of trainees formed and 154 training rooms accredited.







# Indicators

- **12.000** trained civil servants
- **11.732** ECDL certified participants out of which **11.266** ECDL COMPLETE and **466** ECDL START
- **7** training modules
- **302.523** training days
- **167** trainers
- **6 series of training**
- **816** participants groups
- **154** classrooms
- **12.000** training manuals



# Indicators

- Graduation rate is 97.77% among the 12,000 civil servants who participated in ECDL courses, and within the ECDL certified participant, 96.06% achieved **ECDL Complete**;
- Time of processing information in electronic format decreased by 62%;
- Efficiency, defined as the ratio between performance and time improved by 89%;
- Computer work performance improved by 92%;
- Communication between employees from the institutions participating in the project and citizens improved by 74%





# European recognition

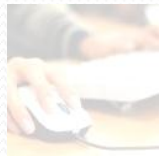
- European Commission's recognition of the project success and impact resulted in case study published on the European Commission's portal *ePractice.eu* as the **Best Editor's Choice**, on the 8th of June 2012
- The case study was viewed by many users of the portal e-Practice, achieving a pan-European visibility and thus proving the relevance and importance of the work of NACS regarding implementation of such projects.
- In September 2013 the project was proposed as Best practice by ECDL Foundation in Ireland





# Bringing Romania worldwide !

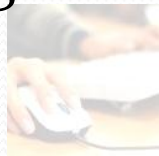
Based on information provided by the ECDL Foundation in Ireland, in 2012, Romania was ranked as 3rd in the world in terms of ECDL skillscard holders (ECDL Start / Complete) after Egypt and Poland, as a result of the targeted group of 12000 participants





# Sustainability

- The database will constitute the starting point for future ECDL training sessions for other civil servants;
- Opportunity to include courses such as ECDL Start / Full, Microsoft, Linux, etc. in the NACS's provided training offer
- The experience gained by the project team will be used to implement other projects based on training human resources;
- Skills acquired by the participants will facilitate accessing courses by using innovative training techniques, for example the e-learning system;



# Sustainability



- Improvement of PC skills after graduation ECDL Start / Complete, as a preliminary phase to facilitate the introduction of electronic signature in public institutions has been positively assessed by 73% by management in beneficiary institutions;
- After the project ending, along with data processing concerning training and certification of the civil servants, the final data will be imported into the public database of NACS.

