


Curriculum Vitae

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| Family name: | Prorok |  |
| First name: | Thomas | |
| Date of birth | Oct. 19 th , 1971 | |
| Nationality: | Austria | |
| Civil status: | Partnership, one son | |

Education

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| <i>Institution:</i> | University of Vienna |
| <i>Date: from - to</i> | Oct 1992 – June 1999 |
| <i>Degrees or Diplomas</i> | Master degree political science |

Language Skills: (5 = excellent knowledge; 4 = very good; 3 = good; 2 = fair; 1 = basic knowledge. MT = mother tongue)

| Language | Reading | Speaking | Writing |
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| German | MT | | |
| English | 5 | 5 | 5 |

Key qualifications:

Senior Project Manager, Consultant and Trainer for Public Governance and Management

Key areas:

- Public Administration Reform and Decentralisation
- Quality Management and Organisational Development, CAF
- Local and regional governments and associations
- Open Government (Data) and Citizen Participation

Other skills: (eg. computer literacy, etc.)

- Moderator and Facilitator of Conferences and Workshop, Speaker
- Computer Skills
- Social Media

Present Position:

- Deputy Managing Director of KDZ-Centre for Public Administration Research
- Head of the Austrian CAF-Centre
- Leading CAF Expert of EIPA (European Institute for Public Administration)
- Member of the Board of KOM – Kommunal Institute, Slovak Republic

Years with the firm: 19

Professional Experience Record

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| <i>Location:</i> | Vienna |
| <i>Company:</i> | European Commission, Representation in Austria |
| <i>Date:</i> | 10/96 to 1/99 |
| <i>Position:</i> | Information Consultant |
| <i>Description:</i> | Information Consultant for the Enlargement of the European Union and Expert of Information Society and Public Relations |

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| <i>Location:</i> | Vienna |
| <i>Company:</i> | PR-Consultant Thomas Prorok |
| <i>Date:</i> | 1/99 – 2/00 |
| <i>Position:</i> | Public Relations Consultant |
| <i>Description:</i> | Key areas: Projectmanager EU-Enlargement, EU-Projects (structure and Funding), Information Society |

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| <i>Location:</i> | Vienna |
| <i>Company:</i> | KDZ – Centre for Public Administration Research |
| <i>Date:</i> | 3/00 - ... |
| <i>Position:</i> | Deputy Managing Director |
| <i>Description:</i> | Senior Expert and Trainer for Public Governance and Management, Local Governments, Quality Management, Public Administration Reform, Democracy and Open Government. |

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| <i>Location:</i> | Vienna |
| <i>Company:</i> | CAF-Center Austria |
| <i>Date:</i> | 1/10 - ... |
| <i>Position:</i> | Head |
| <i>Description:</i> | Expert and Trainer Quality Management in Public Sector. |

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| <i>Location:</i> | Vienna |
| <i>Company:</i> | University for Applied Studies Vienna |
| <i>Date:</i> | 01/12 – 01/16 |
| <i>Position:</i> | Lecturer |
| <i>Description:</i> | Lecturer for Quality Management |

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| <i>Location:</i> | Piestany, Slovak Republic |
| <i>Company:</i> | KOM - Komunal |
| <i>Date:</i> | 10/12 - ... |
| <i>Position:</i> | Member of Managing Board |
| <i>Description:</i> | Expert and Trainer for Public Governance and Management, Local Democracy and Open Government. |

Membership of professional bodies:

- Member of the Advisory Board of ReSPA (Regional School for Public Administration)
- Member of Management Board of KOM (communal research of Slovak Republic)
- Member of the European CAF expert group, Austrian CAF National Correspondent and EIPA CAF expert
- Member of municipal CAF-Network Germany
- Member of Advisory Committee of WEBER (Western Balkans Enabling Project for Civil Society Monitoring of Public Administration Reform)
- Member of Austrian Society for Administrative Sciences
- Member the Committee “Solutions for Management of Municipalities” of KGSt Germany
- Member of PLATFORMA – Local and Regional International Action of CEMR (Council of European Municipalities and Regions”
- Former Lecturer on Quality Management in Public Sector, University of Applied Studies, Vienna, Austria
- Former LOGON: Working Group of CEMR “Local Governments Network for Central and Eastern European Countries” to facilitate EU enlargement and membership: Member and Project Manager.
- Former Member of Austrian Programme for Public Administration Reform
- Former Juror of the Speyer Quality Award for Public Administration – E-Government
- Former Evaluator of EPSA (European Public Sector Award)
- Former Evaluator of E-Government Award 2009

Specific Projects

| Projects | Country | Date | Description | Category *) |
|---|----------------------------|-----------|---|--|
| CAF in Kazakhstan | Kazakh-stan | 2019 | 2 days workshop with Ministries, Agencies and the Presidential Office concerning the opportunities of CAF in Kazakhstan. Organised by the Civil Service Regional Hub, Astana | Quality Management, CAF |
| Participation of Citizens in Western Balkan | Austria, South East Europe | 2018 | Conference organised in Partnership with Regional Cooperation Council (RCC) and ReSPA (respaweb.eu) | Open Government, PAR |
| Innovating Federal States | Austria | 2018 | Conference organiser of „Reform and Innovation in the Federal State“ | Federalism, Decentralisation, Open Government, PAR |
| Municipal Grants in Austria | Austria | 2018 | Developing a new report on grants provided by municipalities to business sector and individuals including a new internet platform for publishing municipals grants. | Open Government, PAR |
| CAF2020 | Austria/ EU | 2018-2020 | Elaborating and organising the new version of CAF on behalf of the European CAF Correspondents network | CAF, Quality Management |
| Agenda2030 in my municipality | South East Europe | 2018-2019 | Elaborating a handbook and a ToT for municipal practitioners for Localizing the UN-Sustainable Development Goals on behalf of GIZ and NALAS | PMG, LG, LGA |
| Local Economic Development in SEE | South East Europe | 2018-2019 | Assessment of the Multiannual Plan (MAP REA) of the Regional Economic Area (South East Europe) concerning potentials of involvement and contributions of local government in the MAP. | LG, Decentralisation |
| CAF in Civil Service Agency | BiH | 2017-2018 | CAF – Implementing CAF in the Civil Service Agency of the Federation of BiH | CAF, Quality Management |
| CAF in Civil Service Agency | BiH | 2017-2018 | CAF – Implementing CAF in the Civil Service Agency and the Institute of Statistics of the Republic of Srpska | CAF, Quality Management |
| CAF in Bureau of | Monte-negro | 2017- | CAF – Implementing CAF in the Bureau of Metrology | CAF, Quality |

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| Metrology | | 2018 | | Management |
| CAF Communal | Austria | 2016-2018 | Starting the CAF programme for municipalities in the Province of Lower Austria | CAF, Quality Management |
| Public Administration Reform os foundation for European Integration | Austria, South East Europe | 2016 | Developing and implementing the conference“Public Administration Reform os foundation for European Integration“ with presence of EU-Commissioner Hahn in June in Vienna. | Europ. Integration, PAR |
| BACID - Building Administrative Capacity in the Danube Region | South East Europe | 2015-2021 | BACID – Building Administrative Capacity in the Danube Region and Western Balkans is funded by the Austrian Development Cooperation. The aim of the programme is to strengthen the governance structures of the target countries and to prepare for possible accession to the European Union, with focus on local and regional governments with the following activities: BACID Fund: exchange of knowledge between Austrian and partners from the target countries. Governance Hub: preparing a Regional Quality Centre in ReSPA (respaweb.eu), Implementing CAF structures in Western Balkans. LOGON: Support implementation of the EU 2020 Strategy for South-East Europe | AR, LG, LGA, Europ. Integration, CAF, Quality Management |
| CAF-Performance Management | Austria | 2014 | Based on the Austrian Budget Reform which includes performance information in the budget a special version of CAF has been elaborated. It combines quality and performance management. | CAF, Quality Management |
| CAF in court of auditors | Austria | 2014, 2018 | CAF in court of auditors in the Provinces of Lower Austria and Styria | CAF, Quality Management |
| Financing and Governing regional functional areas (city regions) | Austria | 2013 | Study on Financing and Governing regional functional areas (city regions) | LG, IMC, MLG, Decentrali-sation |
| Public Value of regional functional areas | Austria | 2013 | Study concerning added public value of city regions based on best practices. | LG, IMC, MLG, Decentrali-sation |
| TRACE | South East Europe | 2013-2014 | The TRACE project supported public authorities in South East Europe at all administrative levels (national, regional, local) to implement the EU 2020 energy strategy, by facilitating the exchange of knowledge, ideas and policies for reducing the buildings energy demands.. Financed by SEE Programme of the EU. | MLG |
| CAF 2013 | EU | 2012 | Contributing to the new edition of CAF (CAF 2013) | CAF, Quality Management |
| Intellectual capital report of the City of Vienna | Austria | 2012 | For the first time the municipal department for spatial planning has implemented a Intellectual capital report | PMG |
| City Regions (functional areas) in Austria | Austria | 2012 | Survey on status quo and needs for further development of city regions and municipal cooperations on behalf of Austrian Association of Cities and Towns | LG, Decentra-lisation, MLG, PM, IMC |
| CAF in Federal Chancellery | Austria | 2012 | Implementing CAF in the Directorate for Public Service and Public Administration Reform of the Federal Chancellery | CAF, Quality Management |
| TwinRegion | Austria, Slovakia | 2012-2013 | Intermunicipal cooperation for fostering knowledge, science and research companies and public sector utilities in the Metropolregion Vienna Bratislava. Eu-crossborder programme Slovakia-Austria | LG, IMC, MLG |
| CAF in the Province of Styria | Austria | 2010 | Developing a CAF programme for the Provincial government of Styria including several CAF implementations in district authorities and administrative departments. | CAF, Quality Management |
| PUMAKO - public-management-platform.eu | Austria/ Slovakia Danube Region/ South East Europe | 2010-2011 | PUMAKO – common training course for civil servants and politicians working in fields relevant for crossborder cooperations (public transport, social services, economic development, governance, local economic development) http://www.public-management-platform.eu/ | PMG, LG, IMC |
| Need Assessment | BiH | 2009 | Need Assessment for the Associations of Municipalities and Towns of BiH on behalf of the | LG, LGA, Decentralisation |

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| for the Associations of Municipalities | | | UNDP. | |
| CAF in the Committee of the Regions | EU | 2009 | Implementation of the CAF (Common Assessment Framework) in the Committee of the Regions, Brussels | CAF, Quality Management |
| Evaluation of the system of decentralisation in Vienna | Austria | 2008 | Evaluation of the system of decentralisation in Vienna. The capital of Austria covers several districts with restricted competences and budgetary responsibilities. The relationship between the central administration and the districts and the future financial equalisation have been evaluated and recommended in the project. | Decentrali-sation |
| Performance Budgeting | Austria | 2008 | Performance budgeting based on outcome. Study implemented for the Federal Chancellery in order to start the implementation of outcome based controlling and planning connected to the federal budget. | PMG |
| Administrative Burden for Citizens | Austria | 2008 | Administrative Burden for Citizens. Based on the model of standard costs a study on the administrative costs for citizens using public services (application for passport, registration etc.) in Austria has been performed. | PMG |
| Study Visit of Chechnyan High Level Civil Servant | Austria/ Russian Federation/ Chechnya | 2008 | Study Visit of Chechnyan High Level Civil Servants to Austria to improve the functioning of local selfgovernment. The study visit was one small part of a Program of Co-operation between the Council of Europa and Russia. | PMG, LG |
| Preparation of Serbian Local Governments for the EU Integration | Serbia | 2008-2009 | Preparation of Serbian Local Governments for the European Integration Process; financed by European Integration Funds to inform and prepare SCTM and municipalities about consequences of EU accession. | Europ. Integration, LG, CB, LGA |
| Serbian Municipalities on the way to EU | Serbia | 2007 | Seminar and Workshop "Serbian Municipalities on the way to EU"; for the staff and members of the Standing Conference of Towns and Municipalities in Serbia. | Europ. Integration, LG, CB |
| Development of curricula for coaches in the health sector | Austria | 2007-2008 | With support of the EU Programme Equal a new job profile has been developed to support nurses in stressful situations. This new coaching course lasts for 12 month. | PMG |
| Establishing Local Government Associations | Azerbaijan | 2006 | Support of the creation of a national association of local authorities in Azerbaijan on the behalf of the Council of Europe | LG, Decentra-lisation, LGA |
| "CAF works – Better results for European Citizens by using CAF" | European Union | 2006 | "CAF works – Better results for European Citizens by using CAF": The usage of the quality management tool CAF (Common Assessment Framework) for public sector organisations in Europe. Publication together with EIPA (European Institute for Public Administration) and the Austrian Federal Chancellery. | CAF, Quality Management |
| Study Visit of Russian High Level Civil Servant | Russian Federation | 2006 | Study Visit of Russian High Level Civil Servants to Austria with the aim to support the Presidential Administration in its efforts to improve the functioning of federalism in Russia. The study visit was one part of a Program of Co-operation between the European Union and Russia. | Decentralisation |
| Albanian Municipalities on the way to EU | Albania | 2006 | Seminar "Albanian Municipalities on the way to EU"; 2 days seminar for the staff and members of the Albanian Association of Municipalities (funded by Austrian Know How Transfer Center) | Europ. Integration, LG, CB, LGA |
| Local Authorities Reform Programme in Turkey | Turkey | 2006 | Support to Local Authorities Reform Programme: Trainer for two 2,5 days capacity building seminars in Ankara for representatives of UMT and the Associations of Local Authorities in Turkey on behalf of UNDP and EC. | LG, PMG, CB Decentralisation, LGA |
| Training for SCTM | Serbia & Montenegro | 2005 | Organisation and implementation of a training seminar for the SCTM (Standing Conference of Towns and Municipalities, Serbia) in Austria | LG, Europ. Integration, CB, LGA |
| Training Concept for LG | Ukraine | 2003 | Training concept for local government administration in Ukraine on behalf of Council of Europe. | CB, LG, PMG, Decentralisation |

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| Need Assessment for Local Government Associations | BiH | 2003 | Need Assessment for the Associations of Municipalities and Towns of BiH on behalf of the OSCE. | LG, Decentralisation, LGA |
| Austrian CAF Centre | Austria | 2002-today | Establishing the CAF Centre, CAF-Resource Centre and CAF Correspondent for Austria on behalf of the Federal Chancellery. Preparing and implementing CAF and QM strategy in Austria. Yearly work programmes. Linking CAF to the Austrian performance budgeting (indicator: 2 PEF/year) | CAF, Quality Management |
| CAF-Implementations in Austria | Austria | 2002-today | Numerous CAF implementations and trainings in Austria in local and regional governments, ministries (national level), NPOs. | CAF, Quality Management |
| CEEC-LOGON - Local Governments Network of Central and Eastern European Countries | Eastern Europe, Baltic states, Cyprus, Malta, Serbia, Turkey | 2000 to 2013 | A network project to facilitate EU membership for local authorities and their associations. Topics: EU structures and funding, public management, training needs, environment, led, finances... Role in the project: Project manager at implementing organisation; (funded by EC) | European Integration, LG |
| Improvement Programme for Management | Ukraine | 2000 | Tacis City Twinning between the city of Wolfsberg (Austria) and Chernovtsy (Ukraine). Implementation of a 2 week training programme for officials of Chernovtsy in Austria. | CB, LG, PMG |

*) LG: Local Government, LGA: Local Government Associations, IMC: Intermunicipal Cooperation, PAR: Public Administration Reform, CB: Capacity Building, CAF: Common Assessment Framework, PMG: Public Management&Governance, MLG: Multi-Level Governance

Publications (selection):

- GIZ: Handbook "Agenda 2030 in my municipality" 2019, Co-Autor.
- Thomas Prorok, Philip Parzer: CAF Kommunal – Leitfaden für bessere Qualität in Gemeinden (The guideline for implementing CAF in municipalities), Vienna, 2018.
- Thomas, Prorok, Alexandra Schantl, Marija Sosic: The future of Europe – built on strong municipalities, Vienna, 2017.
- Federal Chancellery Austria: CAF Diversität (CAF-Diversity), Vienna 2017, co-author.
- Thomas Prorok, Public Private Partnerships in Municipalities, Vienna 2016, BACID Publication.
- Federal Chancellery Austria: CAF-Wirkungsorientierung (CAF performance management), Vienna 2015, co-author.
- Thomas Prorok, Bernhard Krabina: Offene Stadt – Wie BürgerInnenbeteiligung, BürgerInnenservice und soziale Medien Politik und Verwaltung verändern, Wien 2012 (Open City , Participation and social media).
- Prorok Thomas, Obuch Martin, Schantl Alexandra, Hochholdingner Nikola, Bernhard Krabina: TwinRegion - Wissenskoooperation in der Metropolregion Wien-Bratislava. Eine Studie im Rahmen des grenzüberschreitenden EU-Programms Slowakei-Österreich 2007-2013; Wien, Bratislava 2012. (Knowledge cooperation in Metropolitan Region Vienna and Bratislava).
- Prorok, Thomas; Parzer, Philip: Vorschläge zur Entlastung von Bürokratiekosten für BürgerInnen und Bürger in Österreich; in Brüggemeier, Martin; Lenk, Klaus (Hg.); Bürokratiekosten im Verwaltungsvollzug; 2011, Berlin. (Proposal for reduction of administrative burdens for citizens in Austria).
- Prorok, Thomas; Wirth, Klaus: Public Management in Österreichs Städten - ein Zwischenbericht; in Bauer, Helfried; Biwald, Peter; Dearing, Elisabeth (Hg.) Gutes Regieren - Konzepte-Realisierungen-Perspektiven; Wien, 2011. (Public management in Austrian Cities).
- Prorok, Thomas; Kallinger, Michael: Zehn Jahre CAF - ein reifes Qualitätsmanagementsystem für die öffentliche Verwaltung; in Bauer, Helfried; Biwald, Peter; Dearing, Elisabeth (Hg.) Gutes Regieren - Konzepte-Realisierungen-Perspektiven; Wien, 2011. (10 years of CAF – a mature system of quality management for the public sector).

- Prorok, Thomas: Ten years of CAF in Austria. In: Growing Towards Excellence in the European Public Sector. A decade of European collaboration with CAF, ed. by Patrick Staes, Nick Thijs, Maastricht , 2010.
- Prorok, Thomas; Malz, Bernadette: CAF-Leitfaden für CAF-AnwenderInnen (Guideline for CAF-Users), Vienna, 2010.
- LOGON Report 2008: Impact of the European Union of Local Authorities – Guidelines for South East European Local Government Associations, Vienna 2008, Editor and Author.
- Toolkit: Towards a modern Local Government Association; CoE, UNDP, 2007, Co-author.
- CAF works – better service for the citizens by using CAF; Vienna 2006, author and co-editor.
- LOGON Final Guide 2005, Vienna 2005, author and co-editor.
- LOGON Reader 2004 – Public Management and Governance; 21st century concepts and case studies for modernising public administration.
- LOGON Reader 2004 – Human Resource Management, Vienna 2004.
- Open Source Software: (K)ein Thema für die öffentliche Verwaltung?, in KDZ Rundschau 3/2004, S. 15-17 (Open Source Software: Topic for the public administration?).
- Geschäftsprozesse optimieren (Optimizing Business Processes); in “New Public Management – Die Reformstrategie (New Public Management – strategy of modernisation)“; Vienna, 2003, co-author.
- E-Democracy and Efficiency in Europe; in Las Tecnologias de la Informacion y la E-Democracia; Parlamento Vasco, European Institute of Public Administration, 2003, Bilbao.
- e-Government – Chancen für Österreichs Städte und Gemeinden (e-Government - Chances for Austrian Cities); Vienna , 2003, co-author.
- e-Government – Leitfaden für Österreichs Städte und Gemeinden (e-government guide for cities and municipalities in Austria); Vienna, 2002.
- LOGON Report 2002 – Lobbying in Europe –A challenge for Local and Regional Governments; Vienna, 2002, author and co-editor.
- LOGON Report 2000 – Experiences made by Associations of Local and Regional Authorities on Issues related to EU Accession; Vienna, 2000, author and editor.
- Bürgerservice – Strategien und Reformansätze (citizen oriented public administration –strategies and modernisation); Vienna, co-editor, 2000.
- Enlargement of the European Union; Information brochure of the European Commission; Vienna 1999 and 2000.