

CAF Online



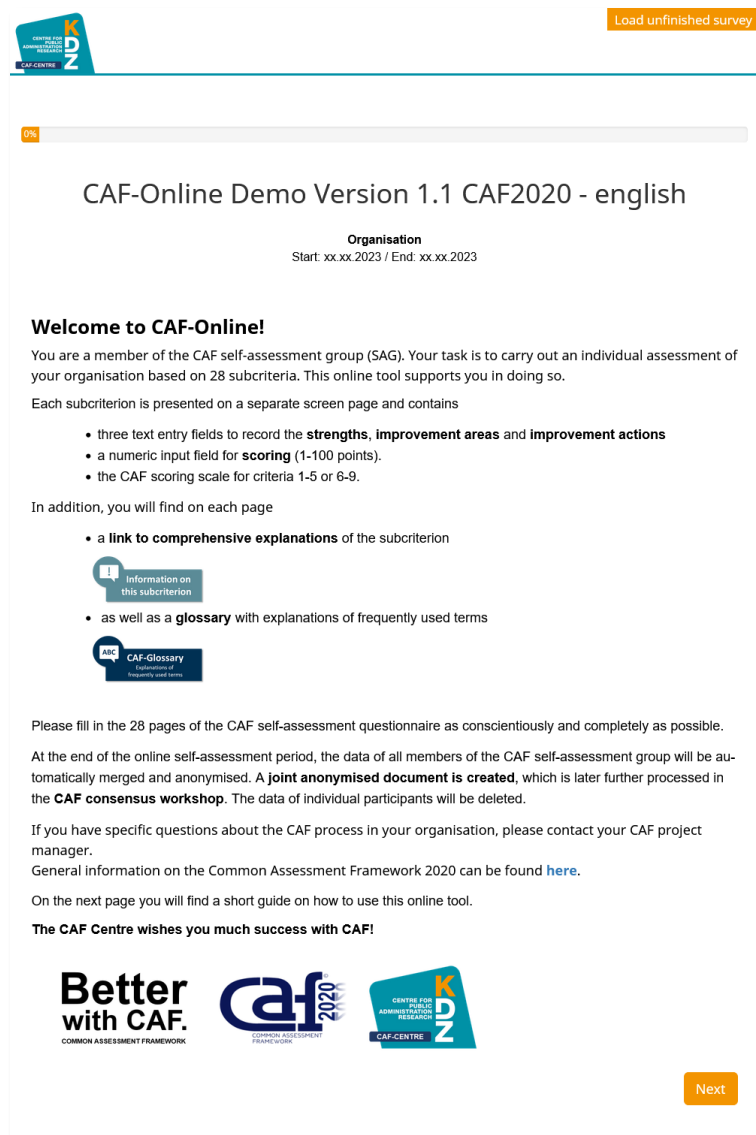
CAF-Online

CAF application is now easy online. - In order to facilitate the use of CAF, the KDZ has developed "CAF-Online". This is an online tool that assists members of the CAF self-assessment team in carrying out the individual self-assessment.

Members of the CAF self-assessment team are guided step-by-step through the self-assessment process by CAF-Online. Finally, the results of the CAF self-assessments are automatically summarized and clearly prepared for further workshops.

CAF-Online guides you through the CAF self-assessment questionnaire, which consists of 28 sections (criteria). Each criterion is displayed on a screen page and after filling out the page you can go to the next criterion with the "Next" button. At the end of the survey, it can be printed out and released for the consensus workshop. The information provided by all members of the CAF self-assessment team is automatically merged into one document and anonymised.

Figure on the right:
CAF-Online – Criterion 1.1



Load unfinished survey

0%

CAF-Online Demo Version 1.1 CAF2020 - english

Organisation
Start: xx.xx.2023 / End: xx.xx.2023

Welcome to CAF-Online!

You are a member of the CAF self-assessment group (SAG). Your task is to carry out an individual assessment of your organisation based on 28 subcriteria. This online tool supports you in doing so.

Each subcriterion is presented on a separate screen page and contains

- three text entry fields to record the **strengths, improvement areas and improvement actions**
- a numeric input field for **scoring** (1-100 points).
- the CAF scoring scale for criteria 1-5 or 6-9.

In addition, you will find on each page

- a **link to comprehensive explanations** of the subcriterion
- as well as a **glossary** with explanations of frequently used terms

Information on this subcriterion

CAF-Glossary

Please fill in the 28 pages of the CAF self-assessment questionnaire as conscientiously and completely as possible.

At the end of the online self-assessment period, the data of all members of the CAF self-assessment group will be automatically merged and anonymised. A **joint anonymised document is created**, which is later further processed in the **CAF consensus workshop**. The data of individual participants will be deleted.

If you have specific questions about the CAF process in your organisation, please contact your CAF project manager.

General information on the Common Assessment Framework 2020 can be found [here](#).

On the next page you will find a short guide on how to use this online tool.

The CAF Centre wishes you much success with CAF!

Better with CAF.
COMMON ASSESSMENT FRAMEWORK

CAF 2020
COMMON ASSESSMENT FRAMEWORK

KDZ
ZENTRUM FÜR VERWALTUNGSFORSCHUNG
CAF-ZENTRUM

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Resume later Question in progress

Criterion 1: Leadership (Subcriterion 1.1)

Consider what the organisation's leadership is doing to ...

Subcriterion 1.1 - Provide direction for the organisation by developing its mission, vision and values

Examples

- a. Set a clear direction for the organisation by developing the mission, vision and values. Involving relevant stakeholders and employees.
- b. Ensure that European public sector principles and values such as integrity, transparency, innovation, social responsibility and inclusion, sustainability, diversity and gender aspects are in the mainstream of the organisation's strategies and activities.
- c. Ensure that mission, vision and values are in line with local, national, international and supranational strategies taking into account digitalisation, public sector reforms and common European agendas (e.g. SDGs, EU2020, better regulation).
- d. Ensure the wider communication and dialogue about the mission, vision, values, strategic and operational objectives to all employees in the organisation and to other stakeholders.
- e. Ensure organisational agility by periodically reviewing the mission, vision, values and strategies reflecting changes in the external environment (e.g. digitalisation, climate change, public sector reforms, demographic developments, impact of smart technologies and social media, data protection, political and economic changes, social divisions, customers' differentiated needs and views).
- f. Prepare the organisation for the challenges and changes of digital transformation (e.g. digitalisation strategy, training, guidelines for data protection, appointment of DPO).

Information on this subcriterion

CAF-Glossary
Explanations of frequently used terms

Strengths

Improvement Areas

Improvement Actions

Please give your scoring for sub-criterion 1.1:

Criteria 1 to 5 are scored with the "scoring scale for enablers".
The main question is: Within the organisation, have the questioned measures been planned, implemented, evaluated and adjusted?
The scoring scale ranges from 1 (there are no measures) to 100 points (the measures are realised, evaluated and adjusted).

- Only numbers may be entered in this field.
- Your answer must be between 1 and 100

- To support you in the scoring process you find enclosed the CAF scoring scale for criteria 1 to 5.

PHASE	ENABLERS PANEL – CLASSICAL SCORING	SCORE
	We are not active in this field. We have no information or very anecdotal.	1 - 10
PLAN	We have a plan to do this.	11 - 30
DO	We are implementing/doing this.	31 - 50
CHECK	We check/review if we do the right things in the right way.	51 - 70
ACT	On the basis of checking/reviews we adjust if necessary.	71 - 90
PDCA	Everything we do, we plan, implement, check and adjust regularly and we learn from others. We are in a continuous improvement cycle on this issue.	91 - 100

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Figure left:
Home page of CAF-online demo version

<https://caf.kdz.eu/index.php/542299?lang=en>

The **result** that the project management of CAF-Online gets is

- ☐ the finalised document for the consensus workshop (for all members of the CAF evaluation team as well as for the facilitation of the workshop)
- ☐ and the prepared documents for the action plan workshop.

The prerequisite for the use of CAF-Online is the presence of a computer workstation with Internet connection and a separate e-mail address for each member of the CAF evaluation team.

Figure: Excerpt from the results document of CAF-Online

[illegible]

Services of the KDZ and use of CAF-Online

Organizations that implement the CAF independently can use CAF-Online and are professionally supported by the KDZ in the following points.

KDZ services

- ☐ Setting up the CAF online self-assessment on KDZ server (GDPR compliant)
- ☐ Providing a guide "Using the CAF Online Tool"
- ☐ Importing and inviting members of the CAF self-assessment team
- ☐ Administration of CAF-Online for 6 weeks
- ☐ Technical support for questions, help and problems
- ☐ Reminder for unfilled reviews
- ☐ Merge the inputs of the assessment team members in MS-Excel¹
- ☐ Document for participants of the consensus workshop (MS-Excel)
- ☐ Template for documenting the results of the consensus workshop (MS-Excel)
- ☐ Comparison of the organization's consensus results with the average of all CAF users

¹ The Excel document includes an anonymized summary of the results of the online CAF survey per criterion (summary of noted strengths, areas for improvement, proposed measures and score ratings by the assessment team members)

- ☐ List of strengths and potential for improvement as well as a list of measures are automatically generated.

Cost

The KDZ services of CAF-Online per CAF self-assessment team or round (up to 15 people) cost 2,450 Euros excl. VAT for individual orders.

Individual orders that require adjustments to the CAF self-assessment questionnaire (e.g. importing your own criteria or examples) cost 2,950 Euros excl. VAT.

CAF- Online in detail

The KDZ provides an online tool for CAF self-assessment. The cornerstones of the online system are:

- ☐ Online CAF questionnaire in the latest version in the open source questionnaire tool "LimeSurvey".
- ☐ The "LimeSurvey" program runs on GDPR-compliant KDZ servers rented in Germany and is administered by KDZ.
- ☐ For each of the 28 criteria, strengths, potential for improvement and measures for further development must be entered in text fields and an evaluation (0 – 100 points) must be carried out.
- ☐ Each assessment team member is automatically invited by email to participate in the CAF self-assessment and receives a personal access code.
- ☐ The anonymity of the input of the evaluation team members is guaranteed. The system settings of CAF-Online exclude the possibility of tracking the entries of an individual.
- ☐ The evaluation process does not have to be carried out in one go, but can be interrupted. The intermediate result is cached on the server and displayed again with the access code the next time it is called.
- ☐ Reminder e-mails can be sent automatically or manually to those assessment team members who have not yet (completely) completed the CAF questionnaire.
- ☐ After all CAF assessment team members have completed the CAF questionnaires, manual approval automatically creates a shared Excel document for the consensus and action plan workshop. This is not edited by the KDZ and is transmitted in the rough version.
- ☐ The Excel document for the Consensus and Action Plan Workshop includes:
 - an anonymised summary of the results of the online CAF survey per criterion (summary of noted strengths, areas for improvement and measures for further development and scoring by the assessment team members),
 - a prepared, unfilled consensus grid for application in the consensus workshop; It provides space for each criterion to document the consensus of the CAF team – i.e. strengths, areas for improvement, and measures for further development and scoring.
 - an automatic comparison of the consensus results of the organization (unit) with the average of all CAF users.

- Spreadsheets that are automatically generated from the consensus result (e.g. list of strengths and weaknesses, list of measures); These are basic documents for the action plan workshop.
- and the average scores (median or arithmetic mean) of the scores (0 to 100 points), as well as the score inputs from the assessment team members.

Privacy policy

General data processing in the context of the business relationship

The KDZ is entitled to process personal data entrusted to it within the scope of the purpose of the contractual relationship. The client warrants to the KDZ that all necessary measures have been taken for this purpose, in particular those within the meaning of the General Data Protection Regulation or the statutory confidentiality obligations, such as declarations of consent by the data subjects.

Storage period

Data in CAF-Online (entries from the evaluation team members) will be deleted immediately and irrevocably after the end of the project. Further data sent by the contractual partner (e.g. contact details) will be stored by the KDZ for 20 years, which can serve as a basis for any follow-up projects. This retention period can be revoked by the contractual partner at any time, whereby the storage period of the data sent by the contractual partner is reduced to the legal minimum of 3 years.

Advanced Data Processing

After completion of the project in question, the KDZ may report on the project as part of its own public relations work (e.g. in the Forum Public Management, the KDZ newsletter or public lectures) after consultation and agreement with the client. Information from the project can also be used for other projects as benchmarks in anonymised form.

Legal claim

In principle, the contractual partner has the rights to information, correction, deletion, restriction and data transfer. To do so, please contact KDZ-Managementberatung- und WeiterbildungsGmbH, Guglgasse 13, 1110 Vienna, institut@kdz.or.at. If you believe that the processing of your data violates data protection law or that your data protection rights have otherwise been violated in any way, you can complain to the supervisory authority. In Austria, the data protection authority is responsible and can be reached at dsb@dsb.gv.at.



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