

CAF-Wiki

caf-network.eu

User Guide

Version 1.0

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by

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I CAF Wiki – The Knowledge Base for CAF Users

1 General Information

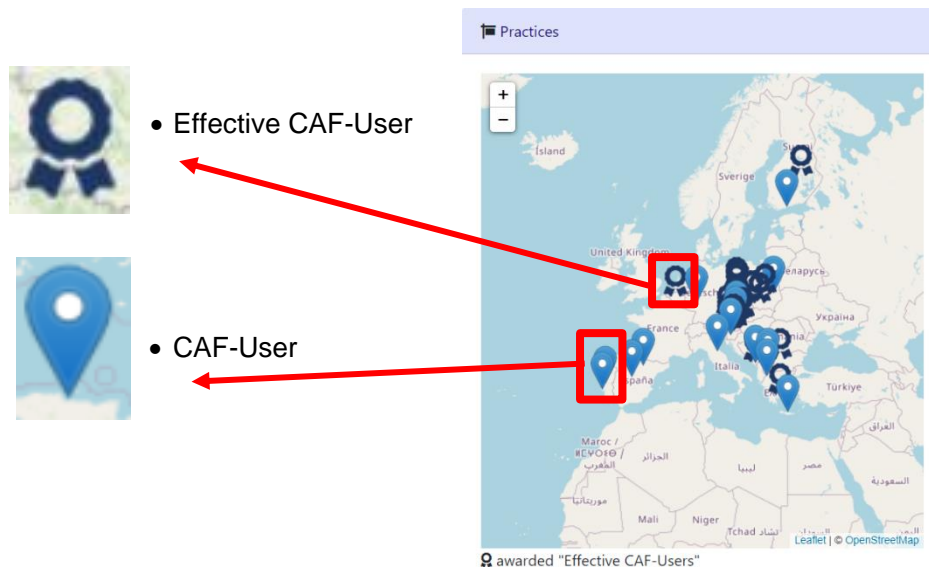
CAF is the European Common Assessment Framework for better Quality in Public Administration. The CAF improves public sector organisations through self-assessment and contributes to Good Governance.

CAF-Network.eu is the Wiki-based knowledge platform for CAF-Users and interested persons. It presents inspiring practices in implementing the CAF and shares Documents, Studies, Articles, Digital CAF Tools, Social Media and Contacts. All CAF-Users and CAF-Correspondents worldwide are invited to provide content to this CAF-knowledge platform.

This means that the CAF Network is open to everyone, everyone can view information and add it themselves with an account.

In this user guide for the CAF-network you will learn how to add and edit your own user practice on the CAF-network website.

Your practice will be displayed on <https://caf-network.eu/CAF> and other users can read it.



In order to do that you have to [create an account](#) at first. With this account you can [create](#) and [edit](#) a wiki page on the website.

What you can do:

- representing your organisation on the CAF-Network by [adding a practice](#) to it
- [edit](#) your own practice
- view other users' practices
- view [Contacts](#), [Social Media](#), [Glossary](#), [Awarded Organisations](#), [Documents](#)

2 Licencing and Ownership of the CAF-Wiki

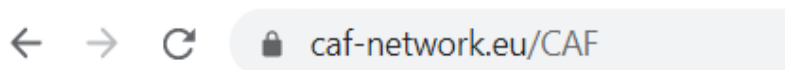
Caf-network.eu is a Wiki hosted by KDZ-Centre for Public Administration Research. The content of the CAF-Wiki is available under [CC-BY 4.0](https://creativecommons.org/licenses/by/4.0/) unless otherwise noted. This means everyone is free to

- Share — copy and redistribute the material in any medium or format
- Adapt — remix, transform, and build upon the material for any purpose, even commercially.
- Under the following term: must give **appropriate credit to „CAF-Network.eu“**, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use.

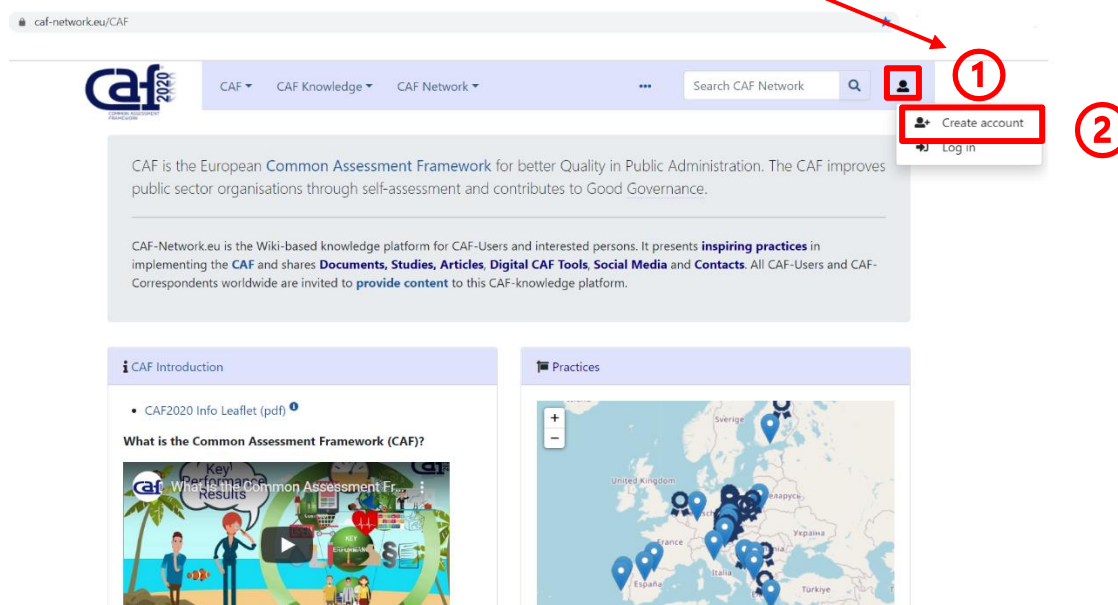
When uploading **documents from 3rd parties** it has to be ensured that the relevant copyrights are ensured and marked during the uploading procedure. If you are not sure you have to contact the author or just put a link to the document.

3 Create a User Account

If you want to upload a contribution to the CAF-network Wiki page, you must first create an account. To do this, follow these steps:



1. Visit the CAF network page by entering the link in your browser's URL (**https://caf-network.eu/CAF**)
2. Click the icon at the top right-hand side
3. Then click on "**Create Account**"
4. You will find yourself on a new page of the website. Now, beneath "**Create Account**" on the left-hand side you can enter various things in order to get an own account
5. Enter a **username** and a secure **password**, confirm it by entering the password a second time by "**Confirm password**"



The screenshot shows the website interface with the following elements:

- Navigation menu: CAF, CAF Knowledge, CAF Network
- Search bar: Search CAF Network
- User menu: Create account (circled 1), Log in (circled 2)
- Main content: Introduction to CAF and CAF-Network.eu
- Footer: CAF Introduction, Practices



CAF ▾ CAF Knowledge ▾

Create account

Username

Password

Confirm password

Email address (optional)

Real name (optional)

6. You can optionally also enter your **email address** and your real **name** if you want to
7. After you have given every needed information, scroll down. Right above the “**Create your account**” button, there is a **question**, which you must answer by writing the correct answer in the box in between. This is just a security feature for more safety on the website. This is what it should look like when you have typed in the answer

What does CAF stand for?	→	question
Common Assessment Framework	→	Answer
Create your account	→	next step

II Functions of CAF Wiki

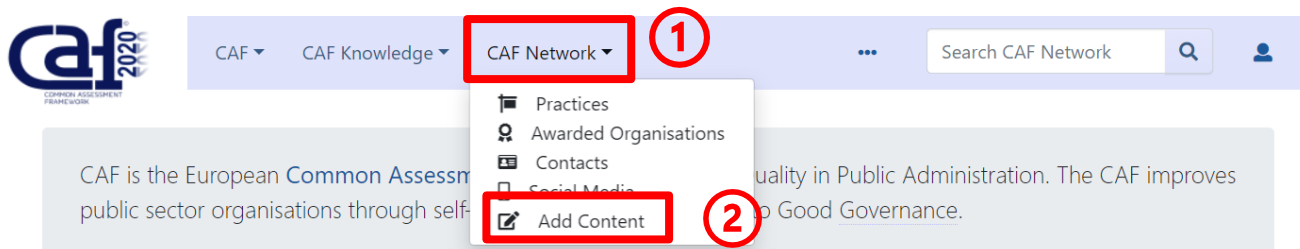
1 Add a CAF-Practice

If you want to represent your organisation on the CAF-Network website, you must create a practice, so everyone interested can look it up.

1.1 Create the Practice

How to upload your own CAF practice:

1. While on the home page, click on the “CAF Network” button
2. Here you can look at wiki pages of other CAF users by clicking “Practices”. Click on “Add Content” to create your own practice
3. This takes you to the “Add Content” page, enter the name of the organization in the box under “Practices” and click on “Create or edit” to create your practice
4. If you or someone else has already created a practice with the same name, you can edit it in the same way as you create one







Add Content



1.2 Provide Information for the Practice

Once You have created a practice, enter the year and your country firstly.
Beneath you will see four headings:

 Organisation	<ul style="list-style-type: none">• general information about the organisation (name, type, size, ...)
 Contact	<ul style="list-style-type: none">• contact information (website, e-mail address, location details, ...)
 Images and Documents	<ul style="list-style-type: none">• space for extra documents and an official logo
 Description	<ul style="list-style-type: none">• space for describing the organisation and the results and innovations when working with CAF

Click on [\[Expand\]](#) to see the boxes beneath the headings where you can fill in information.

1.3 Organisation

Share some general information about the organization itself, for example, by entering what type of organization it is or at what level the organization is working. You can also enter how many people work for the organisation.

Please also state whether the organisation is a certified CAF-user and if so, since when. This is important because of the award-symbol on the main page's map.

When every box is filled in it should look something like in the following picture:

🏢 Organisation

Organisation

Type of organisation ^P



Level of government ^P

Function of organisation ^P


Size of organisation ^P

Effective CAF user

Effective CAF user date

-  • Effective CAF-User
-  • CAF-User

🏠 Practices



🏠 awarded "Effective CAF-Users"

If you do not state whether the organisation is an effective CAF User or not, the organisation will not be shown on the map!

1.4 Contact

With "**Contact**" you can simply add contact details of the organisation. You can type in your website as well as email addresses and more. This makes it easier for other users to reach you. By entering the correct address, postal code and city, your organisation will be shown on the map on the main page of caf-network.eu.

When every box is filled in it should look like in the following picture:

Contact	
Department	Research and Quality Control
Address	Main Street
ZIP	1010
City	* Vienna
Website	www.caf-network.eu
Email *	anna.example@caf.eu
Person	Anna Example
Job title	Director

1.5 Images and Documents

Here you can upload your official logo (.jpg) as well as other documents.

1. To upload your logo first click on **“Upload file”**.



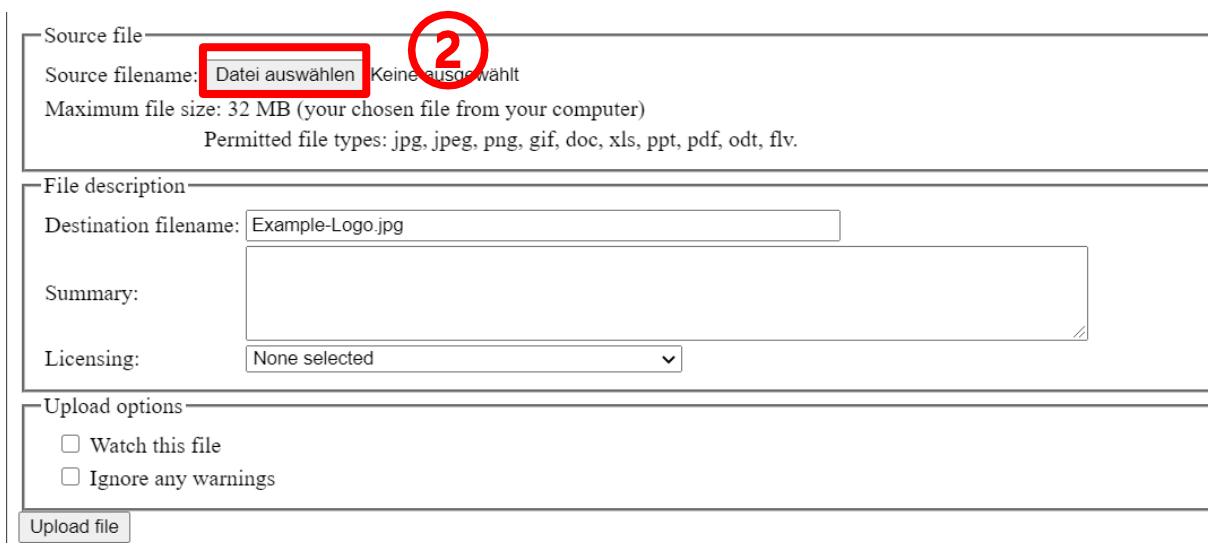
Images and Documents

Logo

[Upload file](#)

Dokument(s) ⁹

2. Then another tool will pop up, click on **“choose a file”**.



Source file

Source filename: [Datei auswählen](#) Keine ausgewählt

Maximum file size: 32 MB (your chosen file from your computer)
Permitted file types: jpg, jpeg, png, gif, doc, xls, ppt, pdf, odt, flv.

File description

Destination filename:

Summary:

Licensing:

Upload options

Watch this file

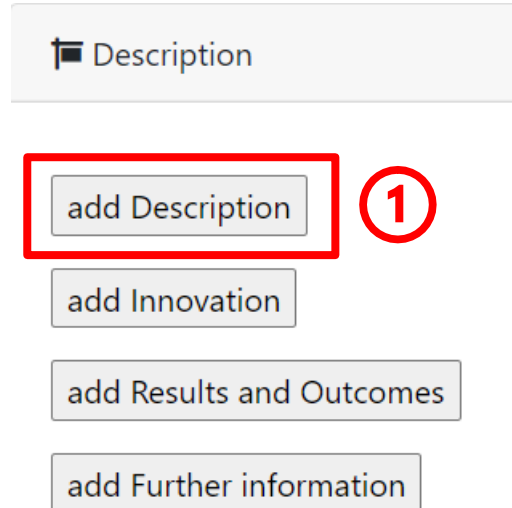
Ignore any warnings

3. Choose a picture from your file manager by searching it and select the one you want to upload by double-click on it
4. Make sure the picture is in .jpg format, otherwise the website won't allow you to upload it

1.6 Description

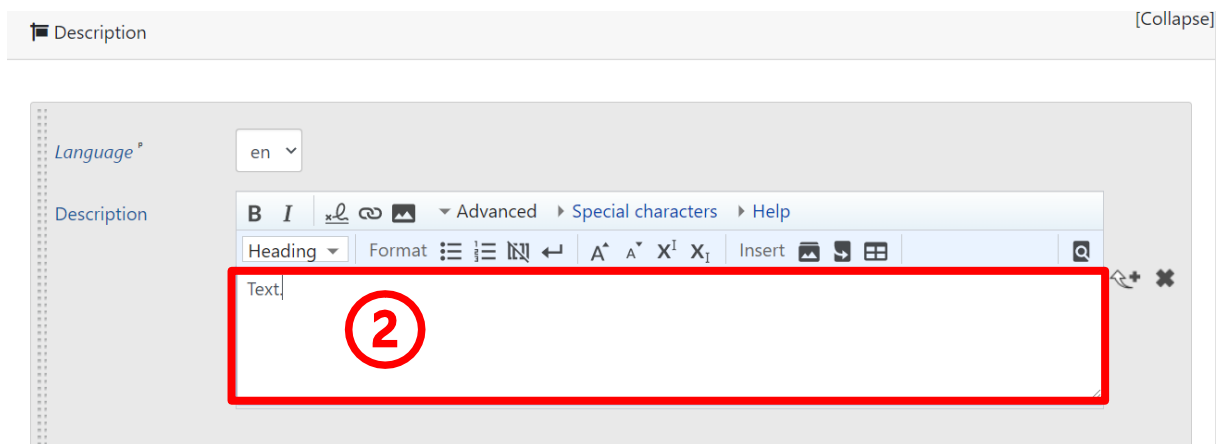
At “Description” there are another four options.:

1. **Description:** describing your organisation and experiences with implementing and using the common assessment framework.
2. **Innovation:** describe innovative approaches when implementing CAF
3. **Results and Outcomes:** describe the effect CAF had on your working experience
4. **Further information:** space for extra information



It is by no means mandatory to fill in every of these four fields.

1. Click on “**add Description**” or one of the other boxes for adding information to the desired chapter
2. Click somewhere on the **empty space** to write down a text.
3. If you have already written a text that you want to use, you can also copy then paste it into the empty space



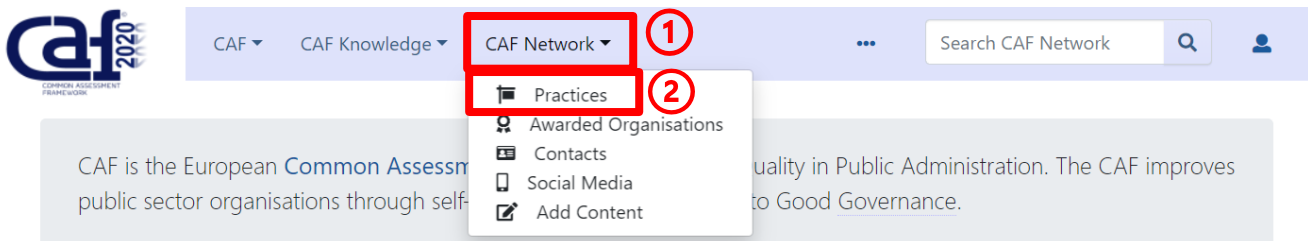
2 Find a CAF Practice

Before you can edit your practice once it is created you must **find** it. There are multiple ways to do that.

2.1 Find Practice at “Practices”

Just like others can read your practice once you created one, you too can read theirs and of course your own.

- navigate to “Practices”



- Now you can look up your practice in the list, where every practice is displayed
- To find it faster you can use various filters, for example enter your country to see only practices from one specific country

Practices

Country [-]

Select a filter value

Year [-]

2010 2019

2010 2012 2015 2017 2019

Organisation [-]

Select a filter value

Type of organisation [-]

Agency
 Government Ministry (national, regional)
 Local or regional administration
 Other
 Public Enterprise (state owned or state runned)

Size of organisation [-]

Select a filter value

Function of organisation [-]

Select a filter value

Level of government [-]

Select a filter value

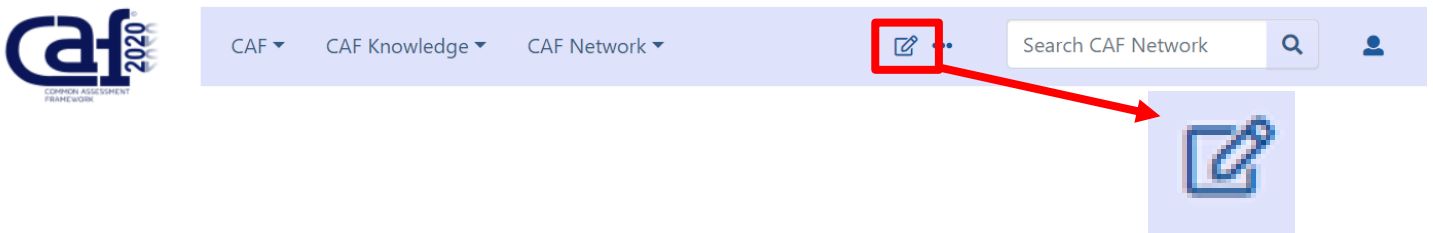
2.2 Find Practice with the Search Bar

This is the menu you can see on the main page. You have to click on the marked space “Search CAF Network” to search for your practice. The Search Bar will find anything related to the word or phrase you search for. Just enter one, two or more words of how you named the practice. Then click “enter” or on the lens symbol next to the searching bar. Your practice should be displayed then.



3 Edit your CAF Practice

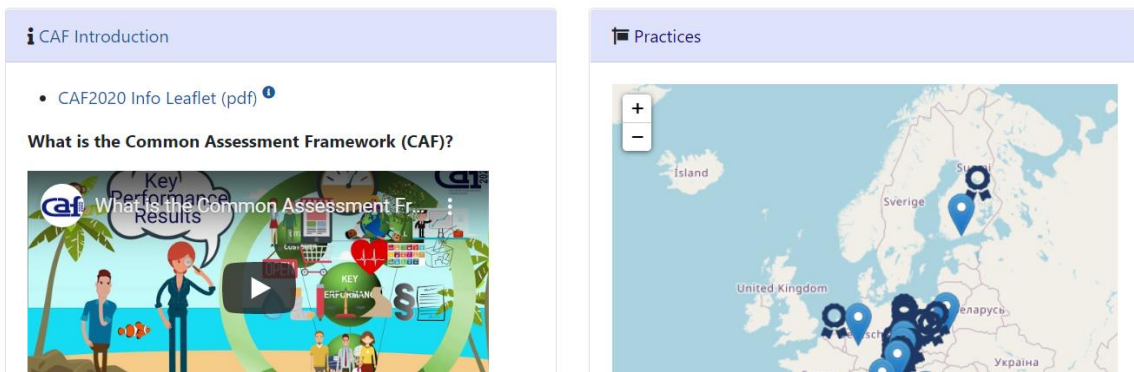
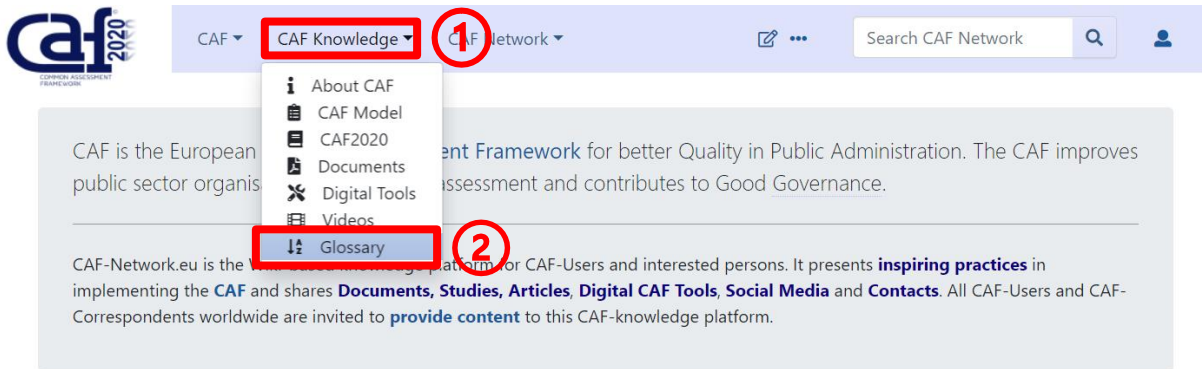
Once you have found your own practice, just click on the marked symbol. The **editing** itself works just like [creating](#) a practice at [II 2.1. and following](#).



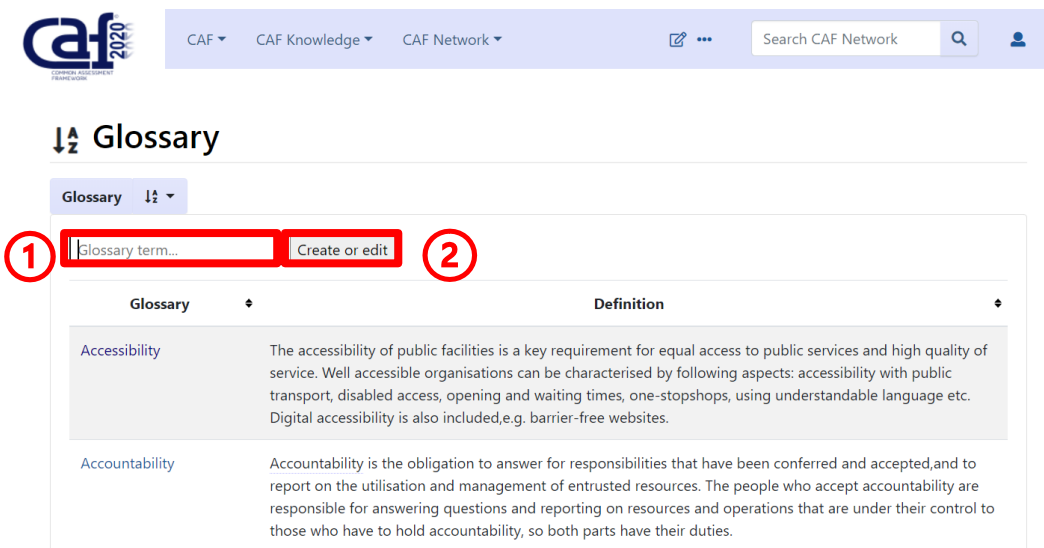
4 Add and Edit Glossary

A Glossary is a list of words in alphabetic order along with explanations of their meanings. You can **add new words and phrases** to the CAF Glossary to help others understand them.

To get to the Glossary click on **“CAF Knowledge”** on the main page, then on **“Glossary”**.

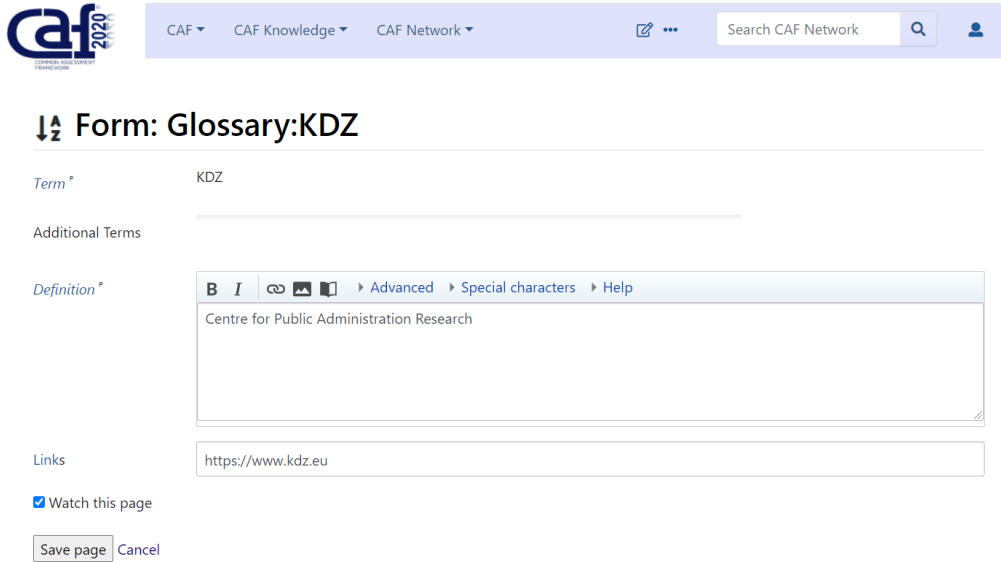


Add a new term to the Glossary by fill in the box **“Glossary term...”**, then click on **“Create or edit”**



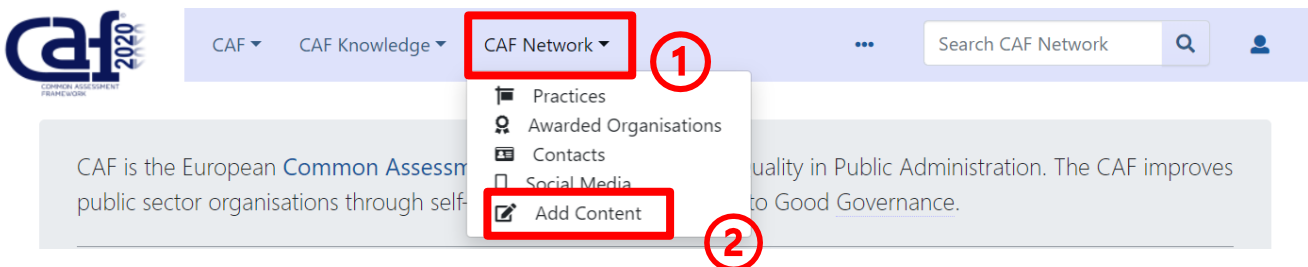
You will get to the next page where you can fill in a short definition of your term as well as useful links.

For example, we add the term “KDZ” to the Glossary:

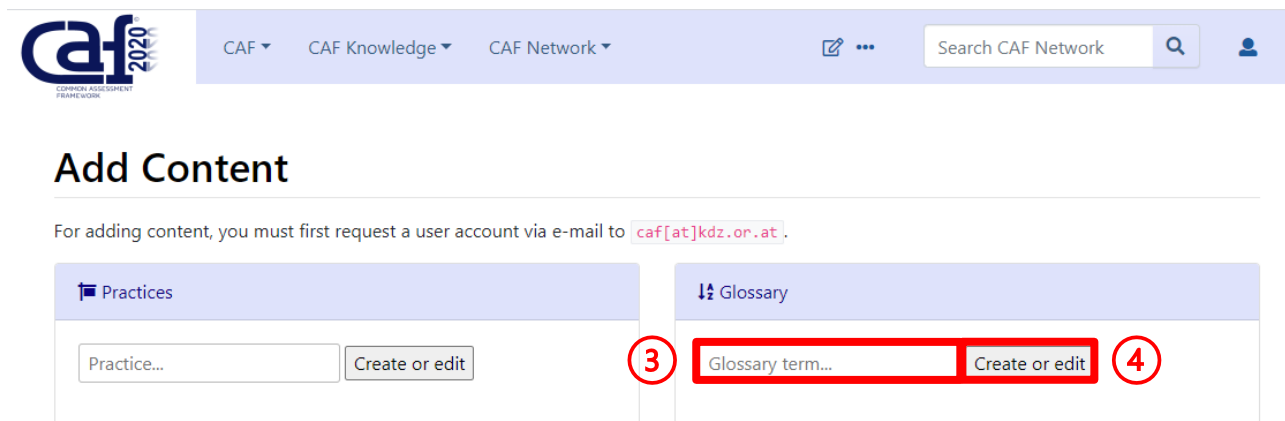


KDZ stands for Centre of Public Administration Research – that is the definition. A link to the homepage of KDZ is useful for others who want to know more about the KDZ.

Another way to add and edit the Glossary is to go to “[Add Content](#)”.



Next to “Practices” there is a box for adding Glossary terms:



For adding content, you must first request a user account via e-mail to [caf\[at\]kdz.or.at](mailto:caf[at]kdz.or.at).

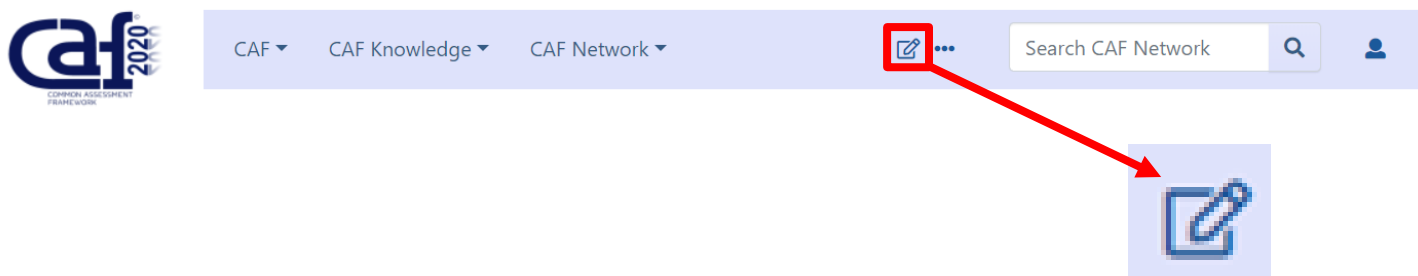
The screenshot shows two tabs: 'Practices' and 'Glossary'. The 'Practices' tab has a text input field labeled 'Practice...' and a 'Create or edit' button. The 'Glossary' tab has a text input field labeled 'Glossary term...' and a 'Create or edit' button. A red box highlights the 'Glossary term...' input field and the 'Create or edit' button. A circled '3' is next to the input field, and a circled '4' is next to the button.

It works like [adding a practice](#). Fill in a new Glossary term to define a new one like in the first way above or fill in an already existing Glossary term to edit it.

- **Edit**

To **edit** an already existing term, also navigate to the Glossary, then fill in the existing term (as you would do to add a new term” or search for the term in the Glossary itself and click on it.

In the next step you must click on the marked **editing symbol**. Editing itself works just like [adding](#) a new Glossary term.

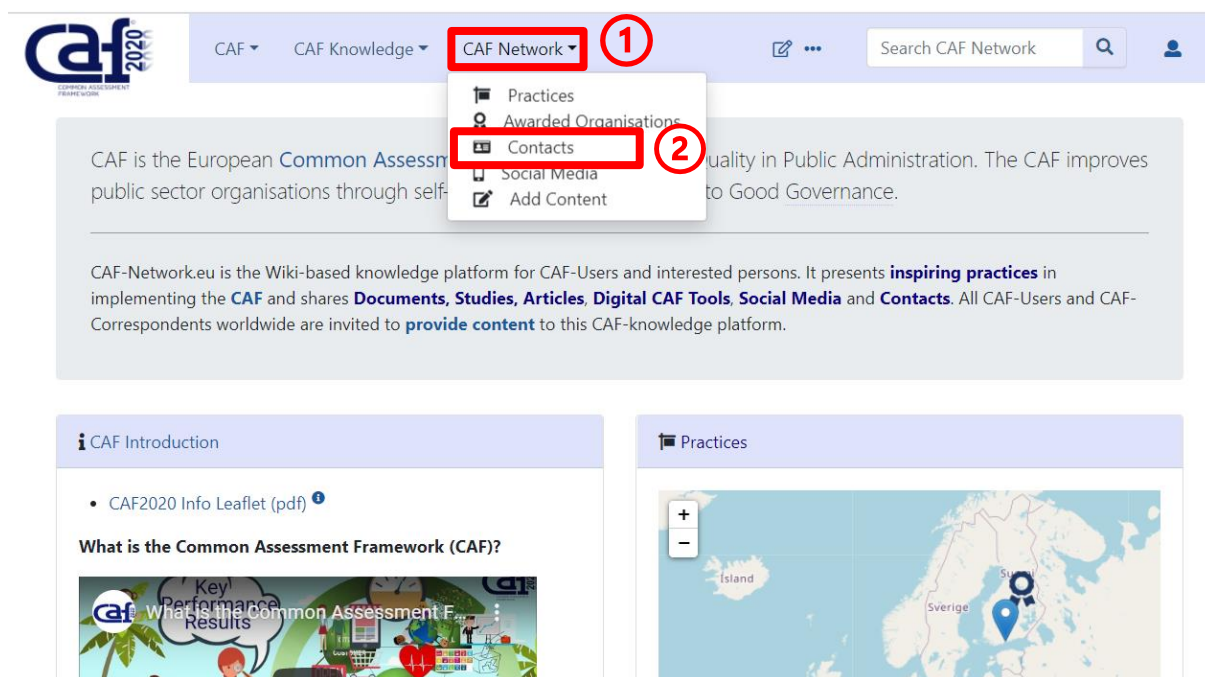


The screenshot shows the top navigation bar with the CAF logo, 'CAF', 'CAF Knowledge', and 'CAF Network' dropdown menus. A red box highlights the editing symbol (a pencil icon) in the top right corner. A red arrow points from the box to a larger, zoomed-in view of the editing symbol.

5 Provide and Edit Contacts

On “Contacts” you can provide contact information for other users to see. In this way, it is easy to contact one another.

Click on “CAF Network”, then on “Contacts”.



The screenshot shows the CAF Network website. At the top, there is a navigation bar with the CAF logo on the left and a search bar on the right. The navigation bar includes a dropdown menu for 'CAF Network' (marked with a red box and a circled '1'). Below this, a dropdown menu is open, showing options: 'Practices', 'Awarded Organisations', 'Contacts' (highlighted with a red box and a circled '2'), 'Social Media', and 'Add Content'. The main content area features a header with the text: 'CAF is the European Common Assessment Framework (CAF) for Quality in Public Administration. The CAF improves public sector organisations through self-assessment and peer review. It provides a platform for sharing best practices and to Good Governance.' Below this, there is a paragraph: 'CAF-Network.eu is the Wiki-based knowledge platform for CAF-Users and interested persons. It presents **inspiring practices** in implementing the CAF and shares **Documents, Studies, Articles, Digital CAF Tools, Social Media** and **Contacts**. All CAF-Users and CAF-Correspondents worldwide are invited to **provide content** to this CAF-knowledge platform.' The page is divided into two columns. The left column is titled 'i CAF Introduction' and contains a link to 'CAF2020 Info Leaflet (pdf)' and a section titled 'What is the Common Assessment Framework (CAF)?' with an image showing 'Key Performance Results'. The right column is titled 'Practices' and contains a map of Europe with a location pin over Sweden.

Now you can see all already existing contacts from other users.

the information available is:

- Country
- EUPAN
 - x for “Yes”, -- for “No”
- Correspondent
 - x for “Yes”, -- for “No”
- Mr/Ms
- Surname
- Name
- Organisation
- Email
- Website
- Comment

Click on  to edit Contacts

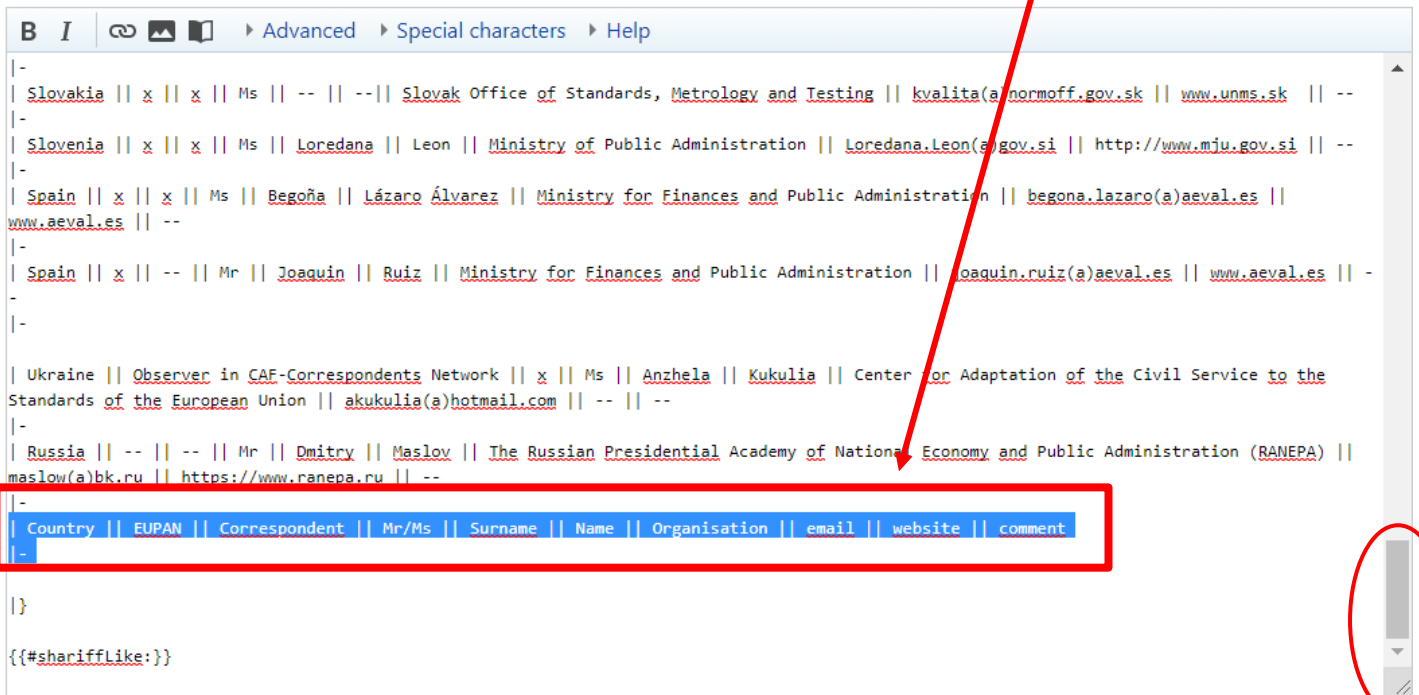
This information is provided in the following form:

```
| Country || EUPAN || Correspondent || Mr/Ms || Surname || Name || Organisation || email ||
website || comment
|-
```

1. Fill in information in the coding line above, then copy and paste it at the end of the editing window:

Editing Contacts

This page supports semantic in-text annotations (e.g. "[[Is specified as:World Heritage Site]]") to build structured and queryable content provided by Semantic MediaWiki. For a comprehensive description on how to use annotations or the #ask parser function, please have a look at the getting started, in-text annotation, or inline queries help pages.



```

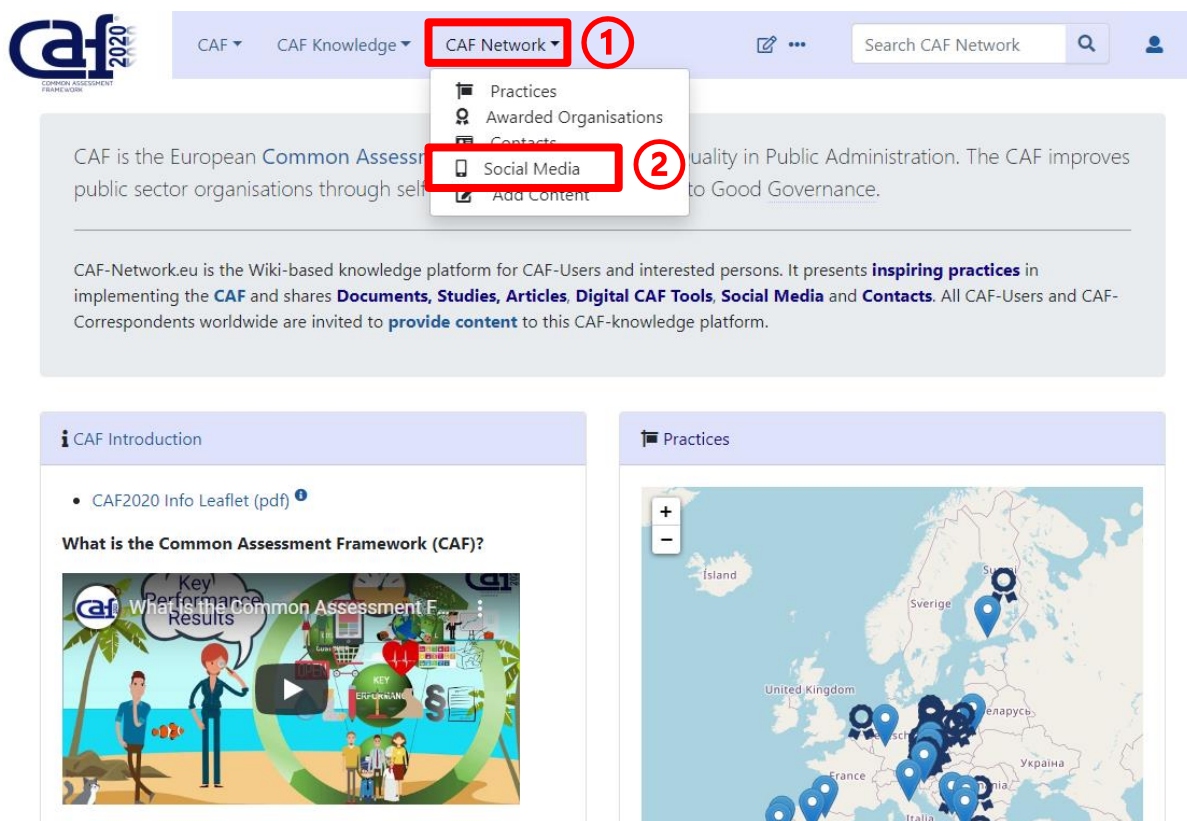
B I [Icons] ▸ Advanced ▸ Special characters ▸ Help
|-
| Slovakia || x || x || Ms || -- || -- || Slovak Office of Standards, Metrology and Testing || kvalita(a)normoff.gov.sk || www.unms.sk || --
|-
| Slovenia || x || x || Ms || Loredana || Leon || Ministry of Public Administration || Loredana.Leon(a)gov.si || http://www.mju.gov.si || --
|-
| Spain || x || x || Ms || Begoña || Lázaro Álvarez || Ministry for Finances and Public Administration || begona.lazaro(a)aeval.es ||
www.aeval.es || --
|-
| Spain || x || -- || Mr || Joaquín || Ruiz || Ministry for Finances and Public Administration || joaquin.ruiz(a)aeval.es || www.aeval.es || -
|-
|
| Ukraine || Observer in CAF-Correspondents Network || x || Ms || Anzhela || Kukulia || Center for Adaptation of the Civil Service to the
Standards of the European Union || akukulia(a)hotmail.com || -- || --
|-
| Russia || -- || -- || Mr || Dmitry || Maslov || The Russian Presidential Academy of National Economy and Public Administration (RANEPa) ||
maslov(a)bk.ru || https://www.ranepa.ru || --
|-
| Country || EUPAN || Correspondent || Mr/Ms || Surname || Name || Organisation || email || website || comment
|-
|}
{{#shariffLike:}}
```

2. click on “Save Changes” when you have finished

6 Provide and Edit Social Media


At the section “**Social Media**” you can share links of your website, a YouTube Video, Twitter Account and much more related to social media.

Click on “**CAF Network**”, then “**Social Media**”.



The information available is:

3. Website/ Account
4. Host
5. Type of Social Media
6. Comment

Click on  to edit Contacts

This information is provided in the following form:

```
| [Website/SM Account| Host || Type of SM: Website/Facebook/YouTube/Twitter/LinkedIn/... ||
Comment (language etc.)
|-
```

7. Fill in information in the coding line above, then copy and paste it at the end of the editing window:



Editing Social Media

This page supports semantic in-text annotations (e.g. "[[Is specified as:World Heritage Site]]") to build structured and queryable content provided by Semantic MediaWiki. For a comprehensive description on how to use annotations or the #ask parser function, please have a look at the getting started, in-text annotation, or inline queries help pages.

B I Advanced Special characters Help

```
|-
| [https://eipa.us19.list-manage.com/subscribe?u=b5a8b16659e5d7897754fe6d2&id=985e7a3545 CAF Newsletter] || EIPA || Newsletter || --
|-
| https://www.ipa.government.bg/bg/novini-sbitiya-forumi || Bulgaria || Website|| Bulgarian Language
|-
| [https://www.youtube.com/watch?v=XSInRBCzuUU&t=36s Quality Management with CAF] || Bulgaria || Video || --
|-
| [https://youtu.be/zg7jj6Ft0sg What is the Common Assessment Framework (CAF)?] || KDZ Centre for Public Administration Research || Video ||
--
|-
| [https://youtu.be/340kRLG815A CAF works - The 3 steps of CAF implementation] || KDZ Centre for Public Administration Research || Video ||
--
|-
| [https://youtu.be/ArXdwXxQny4 Organization and Leadership in Crisis] || KDZ Centre for Public Administration Research || Video || --
|-
| [https://youtu.be/Uh81c7Buikg CAF2020 in 10 minutes] || KDZ Centre for Public Administration Research || Video || --
|-
| [Website/SM Account| Host || Type of SM: Website/Facebook/Youtube/Twitter/LinkedIn/... || Comment (language etc.)
|-
|]

```

[[#shariffLike:]]

Save changes

Show preview

Show changes

Cancel

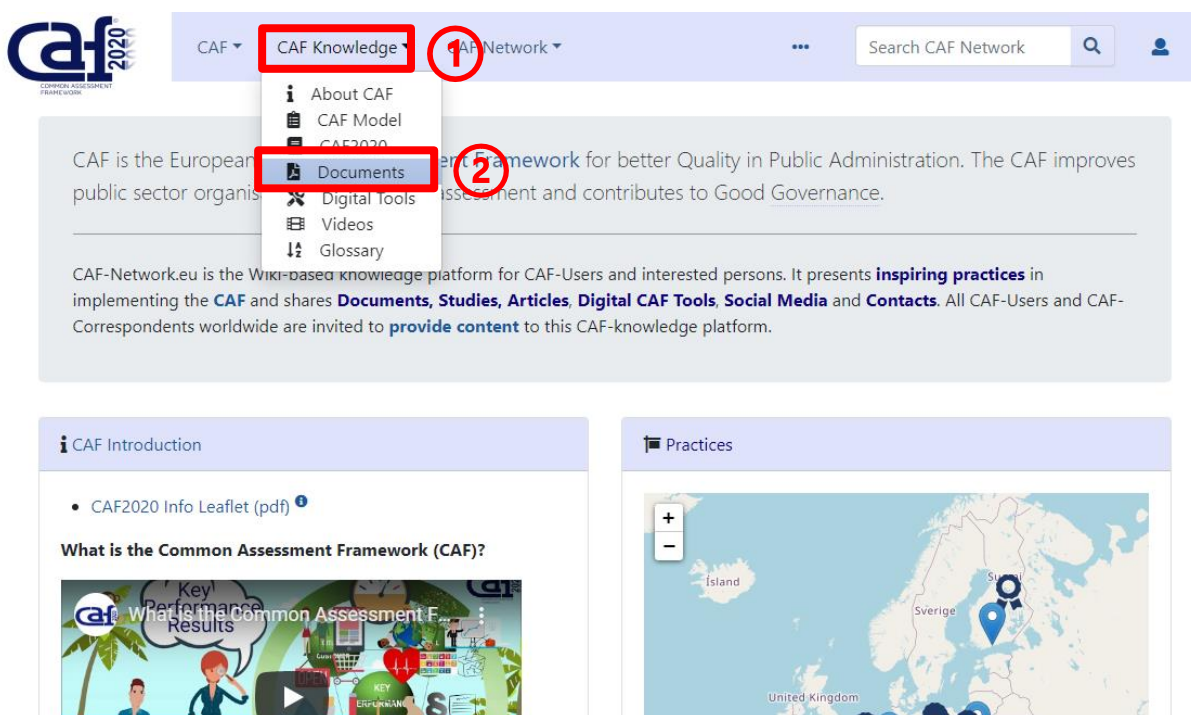
8. click on “Save Changes” when you have finished

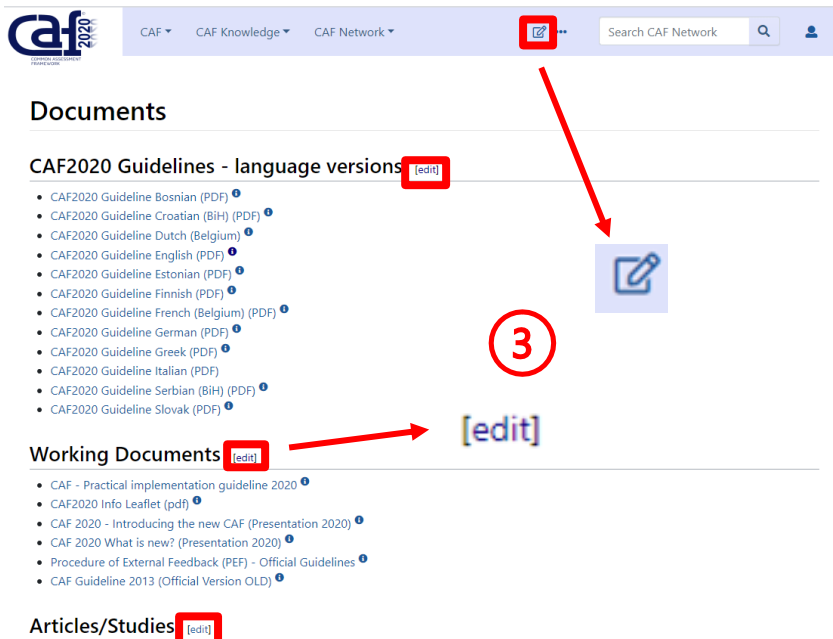
7 Provide and Edit Documents

At “**Documents**” you can look at some guidelines, articles, studies and more. You also can upload a document by yourself:

When uploading **documents from 3rd parties** it has to be ensured that the relevant copyrights are ensured and marked during the uploading procedure. If you are not sure you have to contact the author or just put a link to the document.

1. Click on “**CAF Knowledge**”
2. then on “**Documents**”

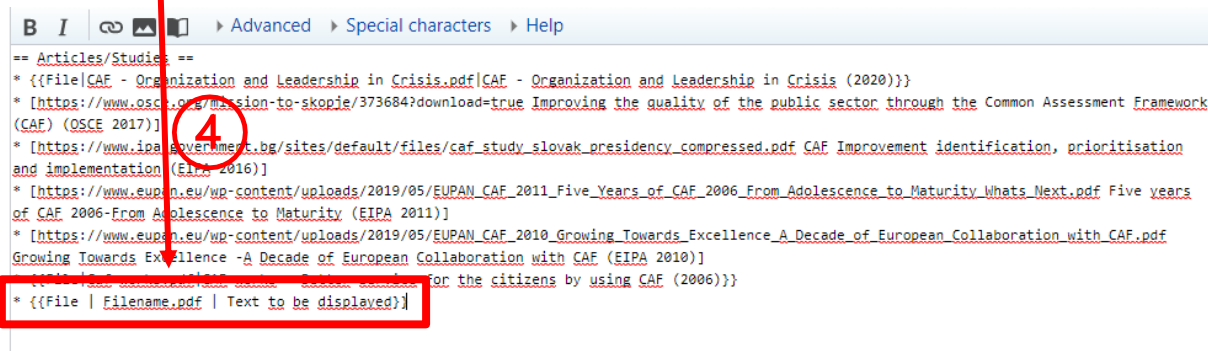




3. To upload your document, click on the “edit” symbol or on [edit] at the different sections

4. Copy the following coding line and paste it where you want your document to be:

* {{File | Filename.pdf | Text to be displayed}}

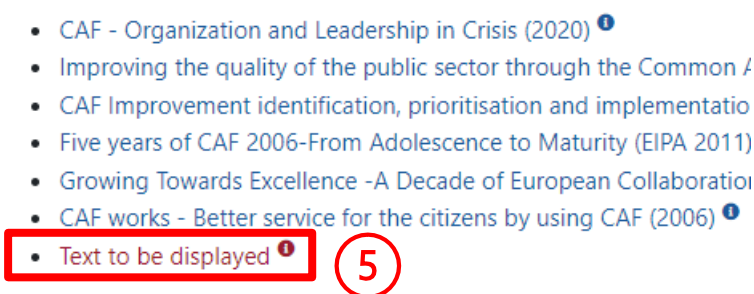


Then click on **Save changes**

The text then should be displayed **red**.

Articles/Studies [edit]

5. Click on the **red** text



The screenshot shows the 'Upload file' form with the following elements highlighted by red boxes and numbered circles:

- 6:** A red box around the 'Datei auswählen' button in the 'Source filename' field.
- 7:** A large red box around the 'Summary' text area.
- 8:** A red box around the 'Licensing' dropdown menu.
- 9:** A red box around the 'Upload file' button.

6. Now select the file in your file manager by clicking “select file”

7. Give a short summary what the document is about

8. Select the type of license

9. Click on “Upload file”

Articles/Studies [\[edit\]](#)

- [CAF - Organization and Leadership in Crisis \(2020\)](#) ¹
- [Improving the quality of the public sector through the Common Assessment Framework \(CAF\) \(OSCE 2017\)](#)
- [CAF Improvement identification, prioritisation and implementation \(EIPA 2016\)](#)
- [Five years of CAF 2006-From Adolescence to Maturity \(EIPA 2011\)](#)
- [Growing Towards Excellence - A Decade of European Collaboration with CAF \(EIPA 2010\)](#)
- [CAF works - Better service for the citizens by using CAF \(2006\)](#) ¹
- [Text to be displayed](#) ¹ **10**

The final document link should then look like this

7.1 Licenses explained:

The screenshot shows the 'Licensing' dropdown menu with the following options:

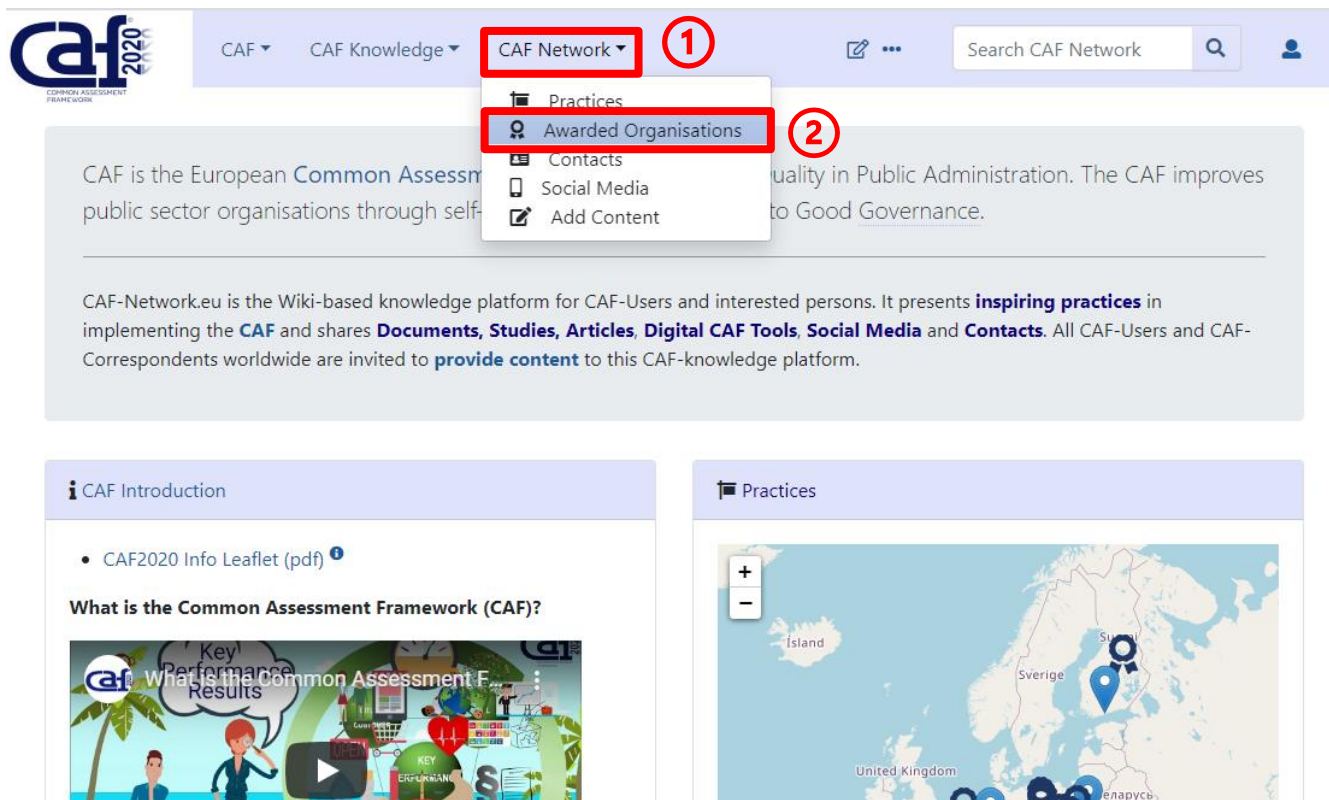
- None selected
- None selected
- Free licenses:
 - Public Domain
 - Creative Commons Zero
 - Creative Commons Attribution 4.0 International
- Non-free license (exception):
 - Copyright by Organisation
 - Copyright by Author(s)
 - I don't know exactly

Public Domain = document by a public organisation; free for everyone
Creative Commons Zero = free for everyone
Creative Commons Attribution 4.0 International = free for everyone but write a reference to the original author

8 Provide and Edit Awarded Organisations

At “Awarded Organisations” you can see which organisation is (or was) an effective CAF-User.

Click on “CAF Network”, then “Awarded Organisations”.



CAF is the European Common Assessment Framework (CAF) for Quality in Public Administration. The CAF improves public sector organisations through self-assessment and peer review.

CAF-Network.eu is the Wiki-based knowledge platform for CAF-Users and interested persons. It presents **inspiring practices** in implementing the **CAF** and shares **Documents, Studies, Articles, Digital CAF Tools, Social Media** and **Contacts**. All CAF-Users and CAF-Correspondents worldwide are invited to **provide content** to this CAF-knowledge platform.

CAF Introduction

- CAF2020 Info Leaflet (pdf)


What is the Common Assessment Framework (CAF)?

Practices

This list is not created automatically based on the entries in the practices. This means that older awards can also be entered here.

The Information available is:

10. Country
11. Original name
12. English name
13. Year of CAF Award (if the organisation got the award multiple time, please separate the dates with “;”
 - a. For example: 2015; 2018; 2020

Click on  to edit the Awarded Organisations list

The information is provided in following form:

```
| Country || English name || original name || year of CAF Award || comment
|-
```

- Fill in information in the coding line above, then copy and paste it at the end of the editing window:



Editing Awarded Organisations

This page supports semantic in-text annotations (e.g. "[[Is specified as:World Heritage Site]]") to build structured and queryable content provided by Semantic MediaWiki. For a comprehensive description on how to use annotations or the #ask parser function, please have a look at the getting started, in-text annotation, or inline queries help pages.

B I Advanced Special characters Help

```

| Poland || Libiąż Municipal Office || Urząd Miasta Libiąż || 2016 || --
|-
| Poland || Milanówek Municipal Office || Urząd Miasta Milanówek || 2016 || --
|-
| Poland || Ostrów Mazowiecka Municipal Office || Urząd Miasta Ostrów Maz. || 2016 || --
|-
| Poland || Piława Górna Municipal Office || Urząd Miasta Piława Górna || 2016 || --
|-
| Poland || Piotrków Trybunalski Municipal Office || Urząd Miasta Piotrków Tryb. || 2016 || --
|-
| Poland || Rejowiec Fabryczny Municipal Office || Urząd Miasta Rejowiec Fabr. || 2016 || --
|-
| Poland || Strzyżów Municipal Office || Urząd Miasta Strzyżów || 2016 || --
|-
| Poland || Wałbrzych Municipal Office || Urząd Miasta Wałbrzych || 2016 || --
|-
| Country || English name || original name || year of CAF Award || comment
|-
|}

{{#shariffLike:}}
```

Save changes

Show preview

Show changes

Cancel

- click on **“Save Changes”** when you have finished

8.1 Link your Practice and Awarded Organisation

There is the possibility to link a practice to the section "Awarded Organisations". That means that if you click on a Practice at "Awarded Organisations", you will get right to the Practice.

You can link your practice by fill in the coding line like in [7. Provide and Edit Awarded Organisations](#), but change the coding so it looks like the one below.

```
| Country || [[Practice: Practice name | English name]] || original name || year of CAF Award ||  
comment  
|-
```

Practice name must be **exactly the same** as your practice title, otherwise it will not work. Best way to do this is copy and paste.

III Important Wiki Commands

1 Link a Practice within the Website

There is the possibility to link a practice to, for example, the section "Awarded Organisations". That means that if you click on a Practice at "Awarded Organisations", you will get right to the Practice.

You can link your practice by fill in the coding line like in [7. Provide and Edit Awarded Organisations](#), but change the coding so it looks like the one below.

```
| Country || [[Practice: Practice name | English name]] || original name || year of CAF Award ||  
comment  
|-
```

Practice name must be **exactly the same** as your practice title, otherwise it will not work. Best way to do this is copy and paste.

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