

In arrivo il CAF 2020!

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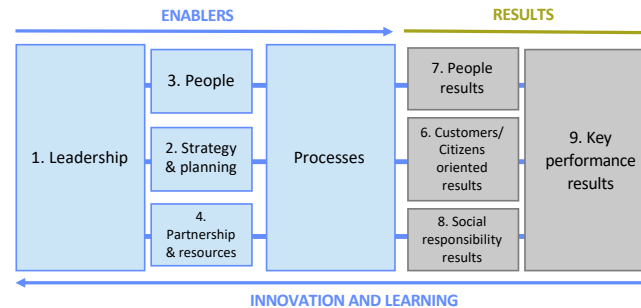
II CAF 2020

Un percorso iniziato nel settembre 2017: Decisione di creare una nuova versione del CAF

... e concluso a ottobre 2019: 1-2 ottobre: presentazione contenuti finali a CAF NC Working

Group, 28 ottobre: presentazione del modello all'EUPAN DG Meeting a Helsinki

Stessi Principi dell'Eccellenza



Stessa metrica

ENABLERS PANEL - FINE-TUNED SCORING		SCALE						
SCALE	0-50	51-99	100-109	110-119	120-129	130-139	140-149	150
ENABLERS	No evidence	Some evidence	Some evidence	Strong evidence	Very strong evidence	Very strong evidence	Excellent	Best
PLAN	Planning has not been carried out or is incomplete	Planning has been carried out	Planning has been carried out	Planning has been carried out	Planning has been carried out	Planning has been carried out	Planning has been carried out	Planning has been carried out
DO	Implementation is incomplete	Implementation is complete	Implementation is complete	Implementation is complete	Implementation is complete	Implementation is complete	Implementation is complete	Implementation is complete
CHECK	Monitoring and evaluation is not carried out	Monitoring and evaluation is carried out	Monitoring and evaluation is carried out	Monitoring and evaluation is carried out	Monitoring and evaluation is carried out	Monitoring and evaluation is carried out	Monitoring and evaluation is carried out	Monitoring and evaluation is carried out
ACT	Learning and improvement is not carried out	Learning and improvement is carried out	Learning and improvement is carried out	Learning and improvement is carried out	Learning and improvement is carried out	Learning and improvement is carried out	Learning and improvement is carried out	Learning and improvement is carried out

RESULTS PANEL - FINE-TUNED SCORING		SCALE				
SCALE	0-10	11-30	31-50	51-70	71-99	100-100
TRENDS	No measurement	Negative trend	Flat trend or modest progress	Sustained progress	Substantial progress	Positive comparison with relevant organisations for all results
TARGETS	No or anecdotal information	Results do not meet targets	Few targets are met	Some relevant targets are met	Most of the relevant targets are met	All the targets are met
SCORE						

Stessa struttura dei criteri

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Il CAF 2020

Forte focalizzazione su alcuni elementi chiave:

- ☐ Impatto della **digitalizzazione** sull'organizzazione
- ☐ L'**agilità**, la **resilienza** e l'**innovazione** come fattori chiave
- ☐ La **sostenibilità** e i Sustainable Development Goals (SDGs) delle Nazioni Unite come principi guida della gestione pubblica
- ☐ La gestione delle **diversità** come valore aggiunto
- ☐ **Implementazione della Pubblica Riforma**

Semplificazione:

Criteria1	CAF 2013 N° esempi	CAF 2020 N° esempi
1	37	24
2	25	18
3	28	21
4	47	31
5	25	22
Tot. Fattori	162	116
6	37	26
7	28	28
8	19	13
9	18	15
Tot. Risultati	102	82
TOTALE	264	198

-28%

-20%

-25%

Accorpamenti, eliminazione ripetizioni ed esempi impropri, semplificazione linguaggio

I Criteri del Modello CAF 2020, i Sottocriteri e le parole chiave

1 - Leadership

- 1.1. Provide direction for the organisation by developing its mission, vision and values.
- 1.2. Manage the organisation, its performance and its continuous improvement.
- 1.3. **Inspire**, motivate and support people in the organisation and act as a role model.
- 1.4. Manage effective relations with political authorities and other stakeholders.

Parole chiave - La Leadership per

- La sfida della trasformazione digitale
- Le strategie nazionali e sopranazionali
- L'agilità organizzativa
- I nuovi strumenti di comunicazione
- La Learning Culture



2 - Strategy and Planning

- 2.1 Identify the needs and expectations of stakeholders, **the external environment and the** relevant management information.
- 2.2 Develop strategies and plans based on the gathered information.
- 2.3 Communicate, implement **and review** strategies and plans.
- 2.4 Manage change and innovation **to ensure the agility and resilience of the organisation.**

Parole chiave

- **Analisi della pubblica riforma nella definizione della strategia**
- **Integrazione nella strategia di sostenibilità, responsabilità sociale, etica, diversità, sfide globali (clima, sviluppo demografico, ...)**
- **I Sustainable Development Goals (SDGs)**
- **Attenzione a outputs, outcomes e gestione dei rischi**



3 – People

3.1 Manage and improve human resources **to support the strategy of the organisation.**

3.2 Develop and manage competencies of people.

3.3 Involve and empower the people and support their well-being.



Parole chiave

- Equità, neutralità politica, riconoscimento del merito, pari opportunità
- Attrarre e sviluppare i talenti
- Nuove modalità di lavoro e apprendimento
- Agilità nella gestione del personale

4 – Partnership and **sustainable use of resources**

4.1 Develop and manage partnerships with relevant organisations.

4.2 **Collaborate with citizens and civil society organisation.**

4.3 Manage finances.

4.4 Manage information and knowledge.

4.5 Manage technology.

4.6 Manage facilities.

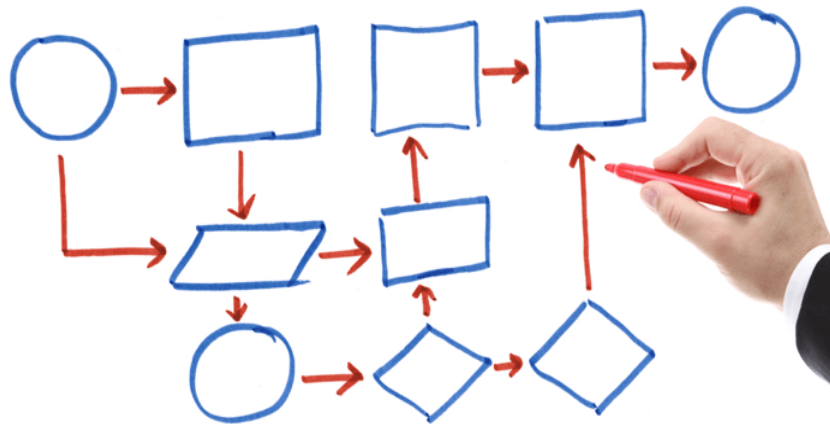


Parole chiave

- Co-decision, co-design, co-production, co-evaluation
- Trasparenza finanziaria
- Digital transformation per gestione delle conoscenze
- Open data, data protection e Cyber security

5 – Processes

- 5.1 Design and manage processes to increase value for citizens and customers.
- 5.2 Deliver products and services for customers, citizens, stakeholders and the society.
- 5.3 Coordinate processes across the organisation and with other relevant organisations.



Parole chiave

- Agilità organizzativa e dei processi
- Gestione del ciclo di vita
- Digitalizzazione, open standard
- Cultura di lavoro oltre il perimetro organizzativo, verso la catena del valore

6 – Citizen/customer oriented Results

7 – People results

8 – Social responsibility results

6.1 Perception measurements

6.2 Performance measurements



Parole chiave

- Output, outcome, impatto
- Efficacia ed efficienza
- Coinvolgimento e trasparenza
- Approccio sociale

9 – Key performance results

9.1 External results: output **and public value**

9.2 Internal results: level of efficiency



Parole chiave

- Risultati dell'implementazione della Pubblica Riforma
- Impatto della digitalizzazione
- Output e outcome, efficienza ed efficacia
- Uso efficiente delle risorse, comprese le risorse finanziarie

Grazie dell'attenzione