

CAF-Wiki caf-network.eu

User Guide

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by

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I CAF Wiki – The Knowledge Base for CAF Users

1 General Information

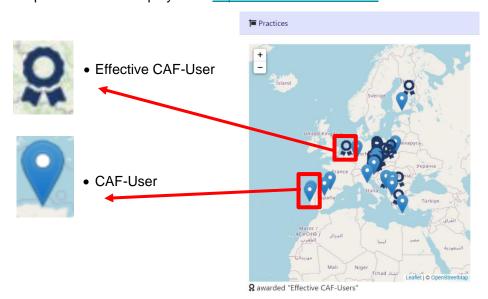
CAF is the European Common Assessment Framework for better Quality in Public Administration. The CAF improves public sector organisations through self-assessment and contributes to Good Governance.

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 <u>create an account</u> at first. With this account you can <u>create</u> and <u>edit</u> a wiki page on the website.

What you can do:

- representing your organisation on the CAF-Network by <u>adding a practice</u> 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

The content of the CAF-Wiki is available under CC-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 respected 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.

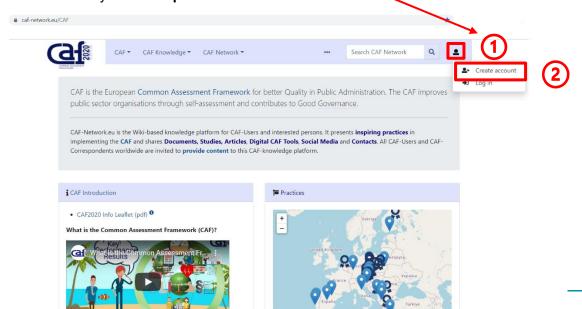
Free licenses are explained <u>here</u>.

3 Create a User Account

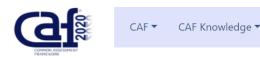
If you want to upload a contribution to the CAF-network Wiki page, you must first create an account. To do this, follow these steps:



- 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**"

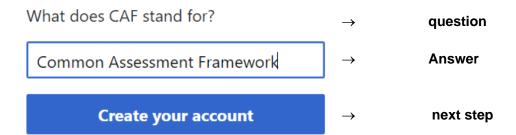






Create account Username Enter your username Password Enter a password Confirm password Enter password again Email address (optional) Enter your email address Real name (optional)

- 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





II Functions of CAF Wiki

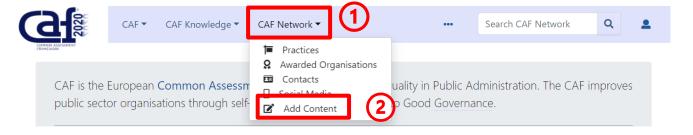
1 Add a CAF-Practice

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



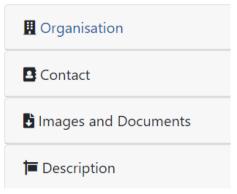
Add Content





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:



- general information about the organisation (name, type, size, ...)
- contact information (website, e-mail address, location details, ...)
- space for extra documents and an official logo
- 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.

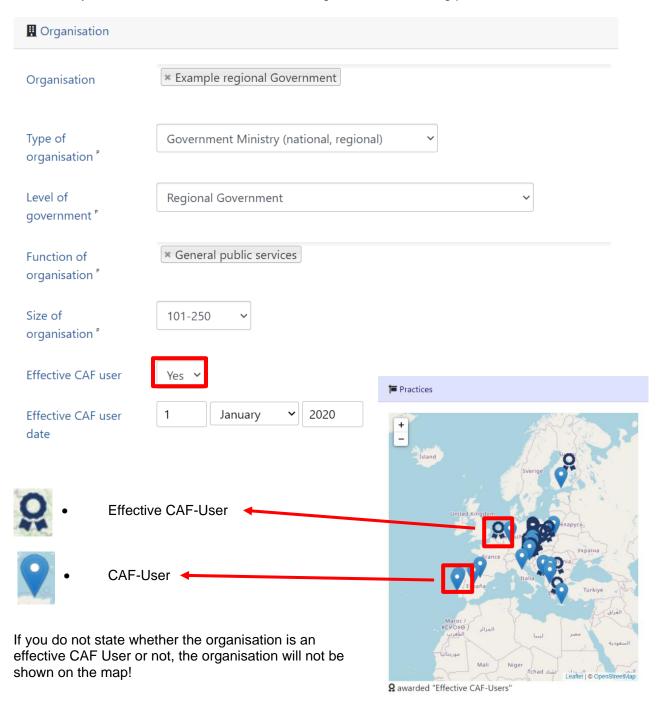
1.3 Organisation

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:

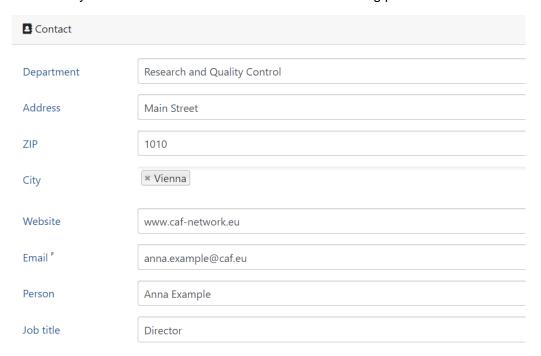




1.4 Contact

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:





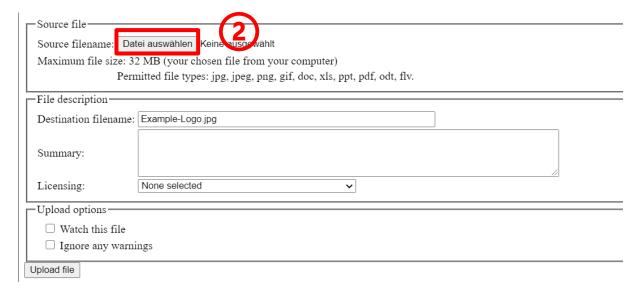
1.5 Images and Documents

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

1. To upload your logo first click on "Upload file".



2. Then another tool will pop up, click on "choose a file".



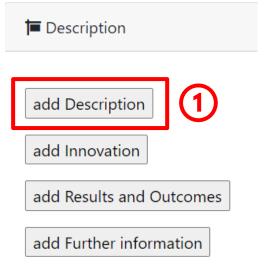
- 3. Choose a picture from your file manager by searching it and select the one you want to upload by double-click on it
- 4. Make sure the picture is in .jpg format, otherwise the website won't allow you to upload it



1.6 Description

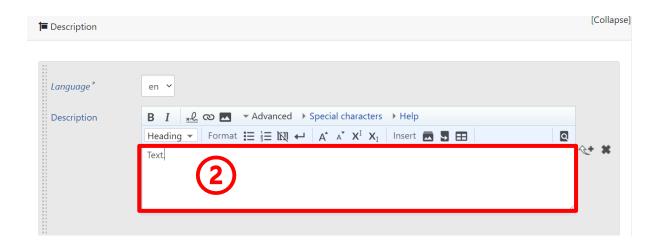
At "Description" there are another four options.:

- 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





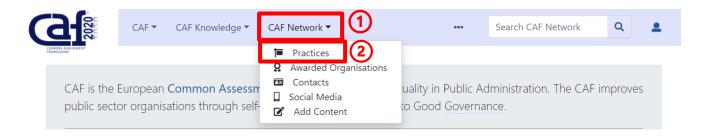
2 Find a CAF Practice

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"

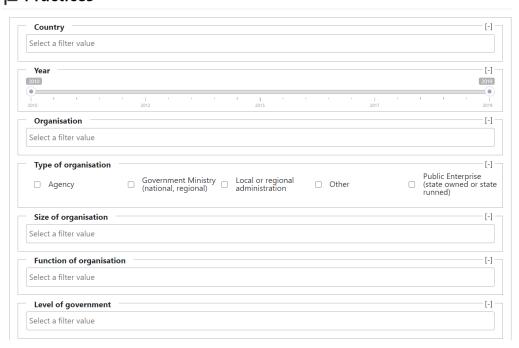
Just like others can read you practice once you created one, you too can read theirs and of course your own.

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





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 <u>II 2.1.</u> and following.

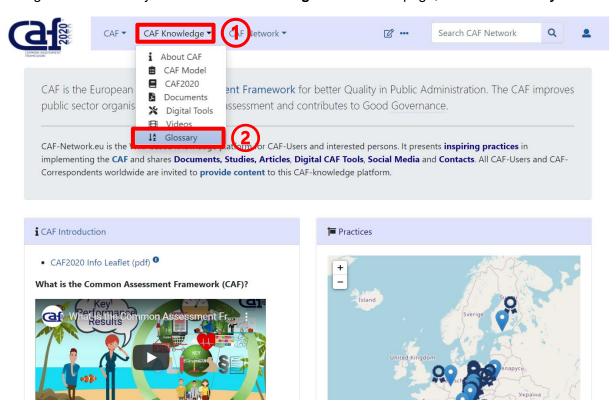




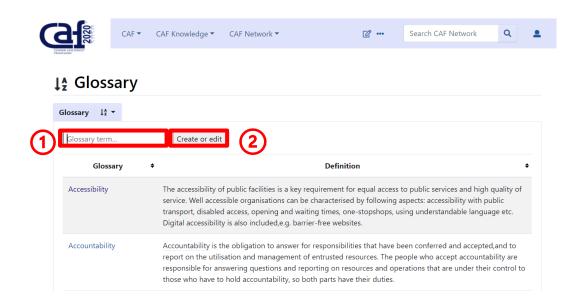
4 Add and Edit Glossary

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 klick on "CAF Knowledge" on the main page, then on "Glossary".



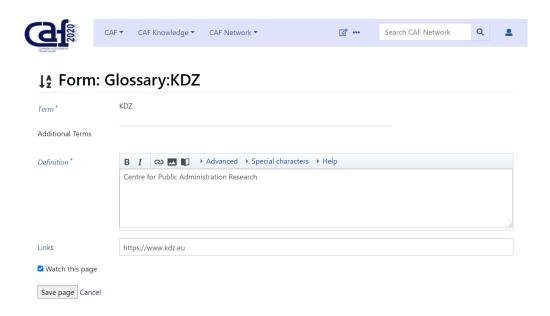
Add a new term to the Glossary by fill in the box "Glossary term...", then click on "Create or edit"





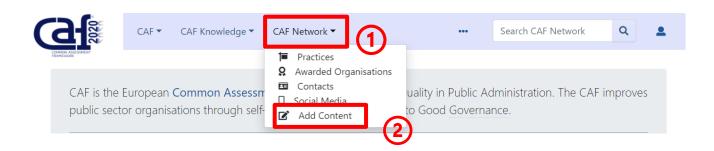
You will get to the next page where you can fill in a short definition of your term as well as useful links.

For example, we add the term "KDZ" to the Glossary:



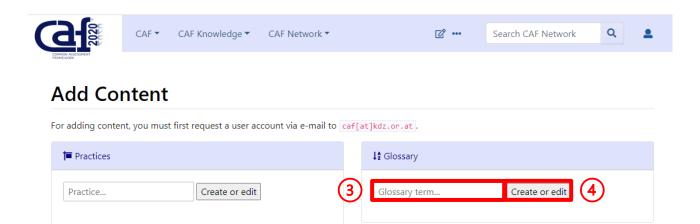
KDZ stands for Centre of Public Administration Research – that is the definition. A link to the homepage of KDZ is useful for others who want to know more about the KDZ.

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:

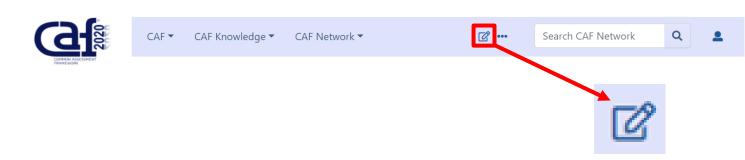


It works like <u>adding a practice</u>. Fill in a new Glossary term to define a new one like in the first way above or fill in an already existing Glossary term to edit it.

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 <u>adding</u> a new Glossary term.

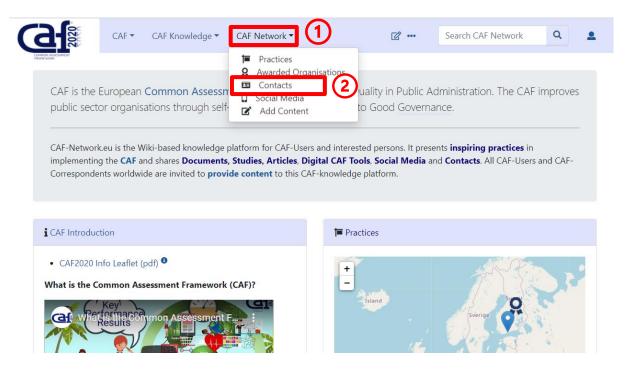




5 Provide and Edit Contacts

On "Contacts" you yan 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".



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

the information available is:

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

Click on



to edit Contacts



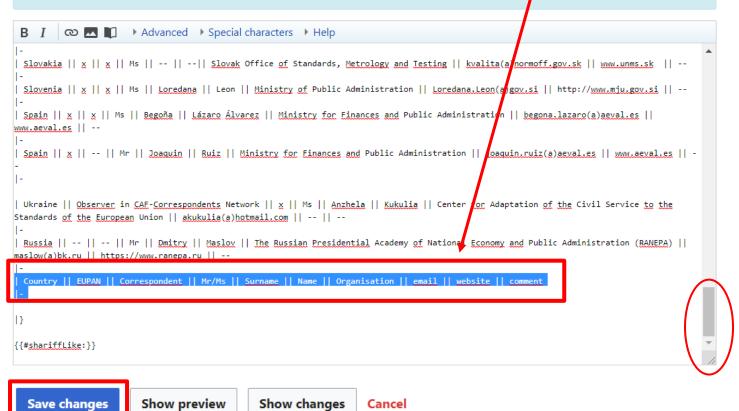
This information is provided in the following form:

| 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.



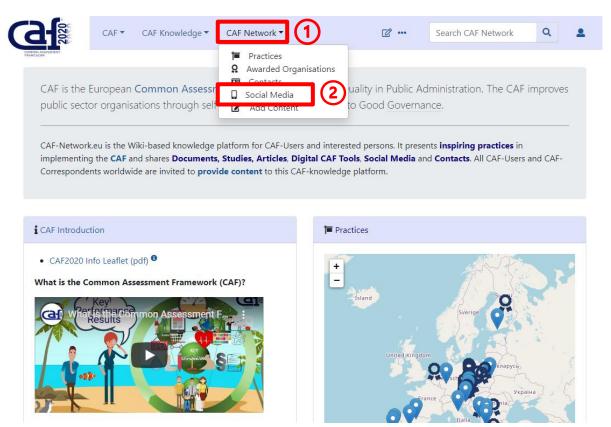
2. click on "Save Changes" when you have finished



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: Q Ø ... AF Network CAF ▼ CAF Knowledge ▼ CAF Network ▼ Search **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. | 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/zg7jj6FtOsg What is the Common Assessment Framework (CAF)?] || KDZ Centre for Public Administration Research || Video || | [https://youtu.be/340kRL6815A CAF works - Ihe 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 || --{{#shariffLike:}}

Save changes

Show preview

Show changes

Cancel

Show changes

Cancel

Show changes

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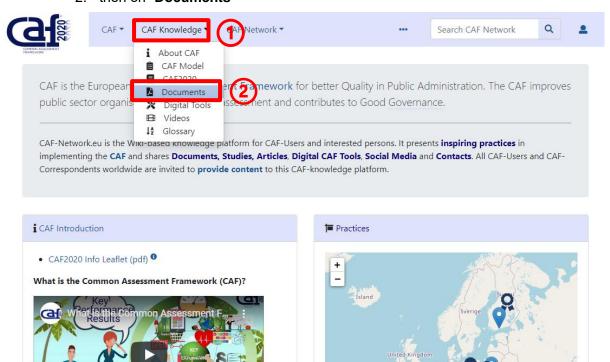


7 Provide and Edit Documents

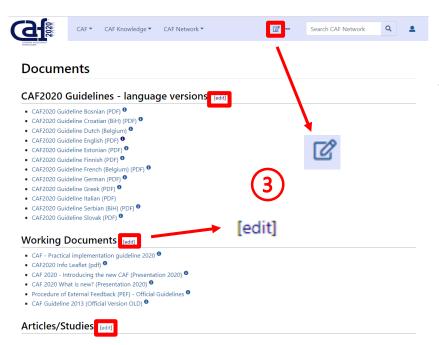
At "**Documents**" you can look at some guidelines, articles, studies and more. You also can upload a document by yourself:

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"

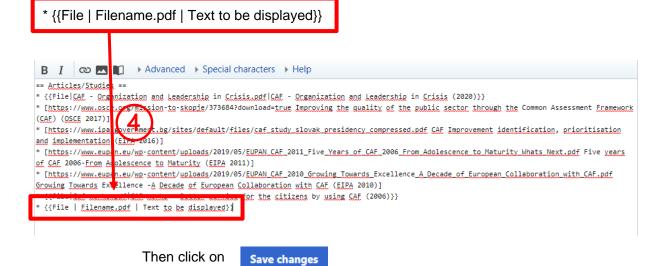






3. To upload your document, click on the "edit" symbol or on [edit] at the different sections

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



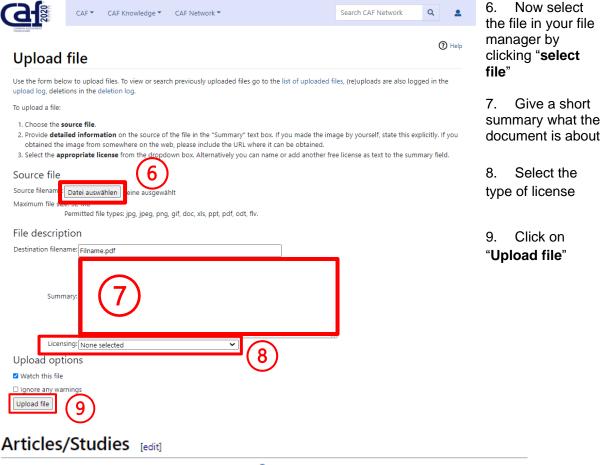
The text then should be displayed red.

Text to be displayed •

Articles/Studies [edit] CAF - Organization and Leadership in Crisis (2020) Improving the quality of the public sector through the Common / CAF Improvement identification, prioritisation and implementatio Five years of CAF 2006-From Adolescence to Maturity (EIPA 2011) Growing Towards Excellence -A Decade of European Collaboration CAF works - Better service for the citizens by using CAF (2006)

24





- CAF Organization and Leadership in Crisis (2020)
- 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 (archiecitizens by using CAF (2006)
 Text to be displayed

The final document link should then look like this

7.1 Free licenses explained:



Public Domain = document by a public organisation; free for everyone

Creative Commons Zero = free for everyone

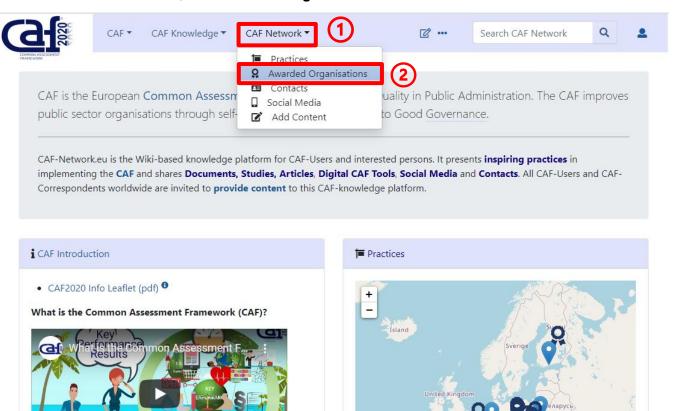
Creative Commons Attribution 4.0 International = free for everyone but write a reference to the original author



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".



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

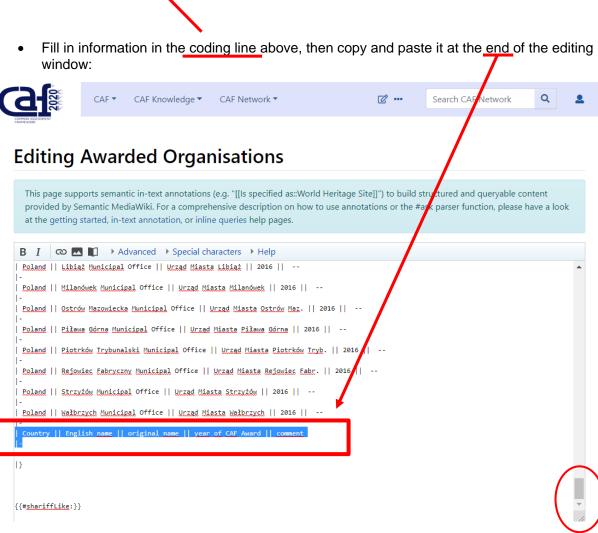


to edit the Awarded Organisations list



The information is provided in following form:

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



Save changes

Show preview

Show changes

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 <u>7. Provide and Edit Awarded Organisations</u>, 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 <u>7. Provide and Edit Awarded Organisations</u>, 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.

