

Standard Summary Project Fiche

1. Basic Information

- 1.1 CRIS Number: **2003/004-979-04-01**
1.2 Title: **Employment strategy (Infrastructure)**
1.3 Sector: Social Policy and Employment
1.4 Location: Latvia
The Ministry of Welfare
Skolas Str. 28,
LV 1331.

Latvian State Employment Service
Kr.Valdemara Str. 38,
LV 1010

2. Objectives

2.1 Wider Objective(s):

To improve the employment situation and decrease the unemployment level

2.2 Immediate Objective:

To improve a labour market information system

2.3 Accession Partnership and NPAA priority

Accession Partnership 2002:

Social policy and employment –

Continue to support the social partners' capacity building efforts in particular with a view to their future in the development and implementation of Community employment and social policy, including the European Social Fund, notably through autonomous bipartite social dialogue.

Regional policy and co-ordination of structural instruments –

- Ensure effective inter-ministerial co-ordination and appropriate partnership with a view to both programming and implementation.
- Set up evaluation and monitoring systems.

NPAA:

EL-005 "Promotion of integration of the unemployed and job-seekers into the labour market in conformity with EU Employment Guidelines"

LA-040 "Preparation for work with the European Social Fund"

LA-073 "Preparation for free movement of persons and social security scheme co-ordination"

3. Description

3.1. Background and justification

Strengthening the State Employment Service of Latvia (LSES) administrative capacity and development of the LSES infrastructure for implementation of employment strategy and decreasing unemployment are put forward as policy goals in National Programme for Adoption of Acquis, Joint Employment Review and National Employment Plan. As defined in these documents, establishment of efficient labour market information exchange system, and EURES network is an urgent task for the nearest future. Activities for fulfilment of recommendations of the Joint Employment Review including the elaboration of an Action Plan for LSES development will be carried out through the Phare 2002 project "Institution building for implementation of employment strategy". However, implementation of the Action Plan will

not be possible without improvement of the technical capacity of LSES, as the current infrastructure of LSES is deficient for further service development and implementation of employment strategy. The LSES is the main implementing institution for support measures to the unemployed. LSES performs functions like providing the information on labour market situation, job matching, implementation of active labour market measures and others. LSES operates under supervision of the Ministry of Welfare. There are 28 district offices and 34 local offices of LSES established to cover the whole territory of Latvia.

The problem is, that due to the poor situation with the IT infrastructure LSES is currently unable to ensure operative and qualitative exchange of information between all users of labour market data. The information that can be exchanged can be deficient because of insufficient analytical capabilities of LSES. The LSES gathers large amount of data, but there are no appropriate tools for efficient analysis. The data protection provision currently is insufficient as well and the usage of information and communications technologies in the LSES is rather limited. As the poor IT coverage is a problem for better implementation of current LSES functions, it is very important to ensure preconditions for successful implementation of the new functions related to participation in EURES network by providing adequate infrastructure.

The LSES has been continuously working on development of appropriate infrastructure for implementation of employment strategy. For this purpose there is continuous investment from Public Investment Programme going on, a bilateral project "Development of Information Strategy for the Latvian State Employment Service" with Danish Ministry for Employment is being implemented in 2002, and a project "Institution building for implementation of employment strategy" is planned in Phare 2002 programme. Proposed investment measures within Phare 2002 and Phare 2003 projects are based on findings of IT needs assessment carried out by RD International (concept on "Development of IT systems in LSES" see Annex 4). This concept is the strategic basis for ongoing investments that come from the Public Investment Programme for IT development in LSES. It is planned that implementation of Phare 2002 project "Institution building for implementation of employment strategy" will make a significant progress towards sufficient LSES technical capacity. Continued investment from the Public Investment Programme and this project will ensure fully operational and functioning information system for successful implementation of employment policies stated in National Programme for Adoption of Acquis, Joint Employment Review, National Employment Plan. It is very important to achieve the objectives of this project as soon as possible, so that with the accession moment LSES would be able to implement employment strategy and to perform all the functions related to implementation of the this strategy and the regulation No 1612/68.

There are three components put forward to solve the problems described above:

Component 1 - Capacity development for labour market data analysis

Successful implementation of employment policy in Latvia is often hindered by lack of adequate information on labour market. Provision of adequate information on labour market can be achieved only by ensuring good quality data analysis. For quality data analysis a set of databases and appropriate software that provides access to actual information on processes and tendencies in labour market is needed. The databases will be created under Phare 2002, but the software for data analysis still has to be developed. The goal of such software is to ensure operative and flexible labour market information analysis and prognosis. This information is necessary for implementation and improvement of current labour market services, elaboration of National Action Plan for employment and other policy documents, for programming the ESF fund management and also for participation in EURES network. To ensure comprehensive and fair overview, the particularities of the Latvian labour market will be taken into account, when developing the information system on labour market issues.

The labour market data analysis software will be developed according to the Concept for labour market databases elaborated under Phare 2002. This component will not overlap with Phare 2002 program, since the Phare 2002 project will ensure establishment and functioning of the job placement system databases (CV, vacancy and elementary statistics databases), but the Phare 2003 project will proceed with development of this system and tools for labour market information analysis thus ensuring efficient data exchange and analysis on national level (software for all kinds of labour market statistics, labour market analysis and forecasting). The activities included in this component will ensure further development of databases established within Phare 2002 project and purchase of new software for statistical analysis. Thus the design of information structure and its development is left flexible enough and project within 2003 will adapt to the conclusions to be reached in the 2002 project. Completion of labour market information system will ensure availability of relevant information on labour market processes and the information exchange necessary to make use of this information. The information on different labour market issues will be accessible in Internet for jobseekers and employers using different levels of authorisation. LSES employees or LSES clients – jobseekers and employers, will do also inserting the information in the databases. Thus availability of precise information will promote employment strategy's relevance to the labour market needs and ensure better-targeted intervention in labour market processes thus decreasing the level of unemployment.

Component 2- Improvement of information exchange system in LSES

After the necessary data is provided by activities in Component 1, it is just as important to improve and maintain an information exchange system within LSES suitable for implementation of policies envisaged in employment strategy and to ensure labour market data protection. This component will not overlap with the one in the Phare 2002 program. In LSES district offices information network is already established. But in LSES local offices the current databases work independently. This does not support operational data acquisition in the whole country and hinders efficient information exchange. To ensure further information network development, Phare 2002 project will provide the network infrastructure for 15 local offices (cables, patch panels, Cat 6 cables, patch cords, switches, uninterrupted power supply devices, routers for Internet protocol packet commutation, virtual private network devices, etc.), and the Phare 2003 project will ensure development of information network for all remaining LSES offices, provide more efficient functioning of information network by rising the speed of information exchange and will ensure data protection according to the legislation and European Council Convention for the protection of individuals with regard to automatic processing of personal data. It is also very important to ensure efficient utilisation of funds investments done in Phare 2002 project by access to continuous IT training for the LSES personnel. To achieve these goals it is necessary to develop the LSES computer networks, equipment and data protection system and create an IT training basis for LSES personnel.

Component 3- Preparation for LSES participation in EURES network and free movement of persons

To prepare for participation in the EURES network the LSES has to fulfil the requirements of the EC regulation 1612/68 "On freedom of movement for workers within the community". To be able to enforce this regulation LSES needs to develop the necessary information and databases in Latvia and to prepare connections to EURES databases. The information on vacancies and jobseekers will be extracted from labour market databases (developed under Phare 2002 project) using specially elaborated software. This information will be included into EURES information system (database) and the information on living and working conditions will be added. For this purpose the special software for labour market data bases will be elaborated. As soon as Latvia joins the EU, the implementation of these activities will ensure information on employment opportunities for residents of Latvia according to Regulation 1612/68 and other legal acts. The employment opportunities outside Latvia will increase the mobility in labour market in general and improve the prospects of the unemployed. As Latvia is heading for accession to the EU and the principle of free movement of workers will upon accession become a common fact of the everyday life on the Latvian labour market. The role of LSES will significantly increase when Latvia becomes a European Union Member State and LSES will be responsible for ensuring free movement of workers via EURES network.

Due to the fact that in transitional period after Latvia's accession in the European Union (at least two years) there will be no free movement for workers with most Community countries, Latvia will not be able to implement Regulation 1612/68 "On Freedom of Movement for Workers within the Community" fully. However, the readiness for EURES is important because free movement for workers with Sweden, Denmark, the Netherlands and Ireland will start from the day of accession.

NGOs consulted

The project aims at capacity building at the central government level and also in regional level. The output of the project will have impact on employers and employees as well. Therefore, during the programming of the project Ministry of Welfare has consulted with social partners (Latvian Free Trade Union Confederation and Latvian Employers Confederation) and they have agreed to the activities included in the project.

Both social partners support implementation of the project.

3.2. Linked activities

The Phare 2002 project "**Employment strategy (institution building)**" can be considered the most important linked project in this area.

The main actions planned within the project are the elaboration of Action plan for development of Latvian State Employment Service, improvement of LSES administration and offices work by purchasing software and hardware and training of LSES employees to work with new methods and with appropriate software.

Phare 2003 project will proceed with development of national labour market databases and by providing appropriate tools for statistical analysis and it will ensure actual use of the databases created in Phare 2002 project.

Other activities in Phare 2002 project are improvement of LSES services for particular groups of clients (computer centres for disabled unemployed), and extension of self – service possibilities by introducing 5 regional self – service vacancy information centres. Besides the IT infrastructure of LSES district and local offices will be improved. These activities will provide the basis for further Phare 2003 activities, where it is planned to complete the IT infrastructure (work stations, networks, software, data protection facilities) both in LSES central and local level. Preconditions for introducing more new EURES related services for the job seekers and unemployed will be ensured.

The Employment strategy project mentioned above have been built also on experiences and achievements of two more former Phare projects:

1) **“Support of Development of Employment Policy for Labour Department and LSES in the context of EU accession”** 97-5377.00. LSES staff has participated in the conference on best EU practice in employment policy and seminars – “Labour market analysis”, “Policy making skills”, recommendations for improvement of Latvian Labour market policies have been made, two specific case studies investigated on LSES Balvi and Jurmala centres situation and labour market situation in relevant districts

2) **“Institutional Development and Improvement of Effectiveness of Active Labour Market Measures of LSES in the context of EU accession”** 97-5482.00. 66 staff members of LSES have been trained in such programs as – “Personnel management”, “Dealing with the unemployed”, 66 LSES employees were trained in seminar programmes “Personnel Management” and “Working with Unemployed”, LSES specialists were prepared to take care of the LSES personnel training in long - term perspective, upgrading of methodical materials for Job seekers Clubs and a PR campaign on opening of the LSES centre in Valmiera.

“Computerisation of Latvian State Employment Service” is project financed by Public Investment Programme 2002-2007. In this project the specialists of LSES have introduced computerised calculation of unemployment data. Also the basic preparations for computerised information exchange between labour market institutions are done. A concept for unified information system development in LSES was elaborated within the project “Computerisation of Latvian State Employment Service”. Accordingly unified principles for selection and modernisation of information technologies were adopted.

Besides there are also several bilateral co-operation projects related to the employment strategy:

1. **“Development of Information Strategy for the Latvian State Employment Service”** in co-operation with Danish Ministry for Employment is being implemented in 2002. Within this project a comprehensive analysis of information flows between LSES Board and district offices and between LSES Board and the Ministry of Welfare is done. Considering results of the analysis and the needs expressed by involved sides the LSES IT development plan is being actualised in collaboration with Danish experts.

2. On bilateral basis LSES is already implementing activities concerning its preparations for EURES. In July 2002, twelve LSES officers attended at the **EURES introduction seminar** organised by LSES in co-operation with German Labour Authority.

LSES officers developed the draft *“EURES Latvia”* structure, which will be used when developing and implementing EURES in Latvia.

3. LSES has established co-operation with State Employment Service in Turku, Finland and implements **Experience exchange project within EU Leonardo da Vinci program**. The aim of the project is to exchange experience in the field of Labour Market administration, development and implementation of active employment measures.

4. Two LSES officers are also invited to Estonia to participate in the **seminar “Preparation to EU accession – ESF and EURES”**, organised by Estonian Labour Market Board where the ESF and EURES issues are going to be discussed and the presentations on preparations for ESF administration and EURES network developing.

5. LSES plans to implement the project **“Danish assistance to Latvia on the implementation of EU Regulation No. 1612/68 on the Freedom of Movement of Workers”** together with Danish Ministry of Employment. The project will prepare the integration of EURES in the services of LSES. It is expected that the key players from the Latvian institutions involved will possess a basic understanding of the legal implications of regulation No. 1612/68 and of the practical measures that have to be taken in order to ensure a thorough collaboration between the institutions involved and also drafting of recommendations on general action plan on preparation phases of implementation of EURES system in the country with further Latvia’s involvement in EU.

3.3. Results:

The overall result of the project will be **the labour market information system**, which will ensure effective analysis and exchange of labour market information, thus improving labour market policy and reducing the unemployment.

Results Component 1 – Capacity development for labour market data analysis

Services:

- The LSES labour market database system developed completely – qualitative and operative information necessary for the LSES clients available in LSES and via Internet. Actual labour market statistics available for labour market institutions.
- An adequate software for labour market analysis and for job placement system developed and operating in LSES – improved opportunities for labour market analysis in Latvia. Provided opportunities for in depth analysis and interpretation of labour market survey data.
- The LSES staff (approximately 70 people) trained to work with the new software – LSES staff skilled to use full potential of the introduced labour market databases

Supplies:

- Technical equipment supplies to ensure the operation of the new labour market data analysis software (software for databases).
- Statistical software is purchased and is used for depth statistical analysis and for conducting surveys of unemployed and job seekers.
- Approximately 40 people skilled in usage of statistical data analysis software.

Results Component 2 – Improvement of information exchange system in LSES

Services:

- Created Intranet platform in LSES, that will result in improvement of LSES inner communication and thus increase the efficiency of LSES work.
- Trained LSES IT specialists (approximately 35 people) on data protection provision and computer network maintenance, that will ensure continuous long-term improvement in data protection situation in LSES.

Supplies:

- Data protection ensured in LSES - the personal data of the unemployed would be provided with relevant protection.
- The LSES district and local offices connected to corporate network – information exchange will be improved and speed up.
- Computer equipment supplies for the LSES affiliates – will ensure LSES district and local offices with computer equipment thus providing successful and efficient work of the affiliates.
- The opportunity of continuous IT training for the LSES staff is provided (by mobile computer class).

Results Component 3 – Preparation for participation in EURES and free movement of persons

Services:

- Software to extract information from labour market databases for EURES information system (database) - available information in Internet about EURES all services and national database be connected with EURES database. Guaranteed exchanged of relevant vacancies, especially in cross-border areas.
- Connections to EURES databases established ensuring access to EURES quality services on the same bases as to the other LSES services to employers and jobseekers. Every local LSES office will be able to provide basic information and access to EURES services.
- Staff trained to use the EURES information system. Staff trained on how to search for information about living and working conditions in all EU countries and how to provide EURES network with necessary information about Latvia.

Supplies:

Technical equipment provided to secure successful EURES network functioning in Latvia.

3.4. Activities

Component 1 - Development of labour market data analysis systemServices:

- Development of software for databases and introduction in LSES. This activity will involve preparation of technical specifications, development of software, taking into account the particularities of Latvian labour market, testing of the developed software and its introduction in LSES.
- Training on usage of the new software. As it is very important to ensure the personnel skills necessary to make full use of the new database system, it is planned to organise 2 training seminars for approximately 70 people. The number of participants is calculated so that to have for average 2 competent people in each district office of LSES, 6 in Riga office and 10 in LSES Board.

Services means:

- Expertise under technical assistance for development of software for databases, testing of the developed software, and its introduction in LSES – about 100 m/m IT specialists (minimum qualifications – University degree in IT, programmers qualification, system integrators certificates of IT knowledge, certificates to prove the ability to develop software and database, minimum 3 years on the business.)
- 2 week training for LSES employees (approximately for 70 people) – to use software for databases.

Supplies:

- Purchase of technical equipment to ensure the operation of the new labour market data analysis software (software for databases).
- Purchase of statistical software. This is needed to enhance LSES capability for in depth statistical analysis and conducting surveys of unemployed and job seekers. The surveys are necessary to analyse the needs of particular group unemployed (the young, the unemployed with insufficient skills in state language and other groups of unemployed). The results of surveys will be used for planning the implementation of active labour market measures, for designing new active labour market measures and also for improving the LSES services to the employers.
- Training on usage of statistical software (1 course for approximately 40 people). Appropriate training will be organised to provide the personnel with skills in particular software. The number of course participants is to have a skilled person in each district office and sufficient number of skilled personnel in Riga office and LSES Board.

Supplies means:

- Supplies of computers, servers, statistical software, UPS for improvement of IT systems in LSES district offices.
- Training for approximately 40 people on usage of statistical software – 1 week training of usage of statistical software.

Component 2 - Improvement of information exchange system in LSES:Services:

- Development of Intranet platform in LSES. This activity involves design and introduction of an Intranet platform in LSES. The goal of the Intranet platform is to improve the inner communication in LSES, to ensure timely availability of the necessary work documents to all officials throughout all Latvia.
- Training on data protection provision (3 courses (1 week) for approximately 35 people). This activity is included to ensure continuous development of data protection system in LSES after the completion of the Phare project.

Services means:

- Short term expertise under technical assistance for development of Intranet platform in LSES - 12 m/m IT specialists (minimum qualifications – University degree in IT, programmers qualification, system integrators, certificates of IT knowledge, certificate to prove the ability to develop software, minimum 3 years on the business.).
- Training seminars for approximately 35 people on data protection provision - 15 m/d IT experts to conduct 3 seminars on data protection issues.

Supplies:

- Development of computer network – this activity aims to modernise the existing LSES networks (especially network links modernisation) and to connect the local offices to the network. Network equipment (switches, routers, LAN etc.) for local offices is needed.
- Provision of data protection – this activity involves modernisation of data protection system in LSES. The following elements are needed: firewalls, establishment of virtual private network, network content analysers, network security analysers, software and hardware for data protection provision.
- Establishment of a mobile computer class for training purposes – purchase of computer equipment for a mobile computer class and video projector.
- Computer equipment supplies for the LSES affiliates – this activity is included because there is a lack of computer equipment in LSES local and district offices, and about one third of all computer equipment used in these offices is outdated.

Supplies means:

- Supplies of network equipment - switches, routers, other LAN devices,
- Supplies for provision of data protection - firewalls, establishment of virtual private network, network content analysers, network security analysers, software and hardware for data protection provision.
- Purchase of computer equipment and video projector for a mobile computer class.
- Computer equipment supplies for the LSES affiliates – computers, servers, IDS, Switches, UPS.

Component 3 - Preparation for participation in EURES and free movement of persons :Services:

- Development of software to extract information from labour market databases for EURES information system (database) and development of EURES information system (Technical specification and development of software, preparation of information);
- Technical and organisational preparation for connection to EURES database.
- Training for usage of EURES information system (Seminar for potential EURES advisers and 2 LSES IT specialists about EURES information system, database, network; (3 days seminar); Seminar in co-operation with Estonian, Lithuanian and one EU member country EURES co-ordinator about cross-border co-operation and network development; Work group seminar for potential EURES advisers in LSES on how to develop national database, summarise information about living and working conditions in Latvia and other EU countries; Study visit to one EU country for EURES manager and 5 EURES advisers to explore how EURES system works in reality.

Services means:

- Expertise under technical assistance for development of software to extract information from labour market databases for EURES information system – 30 m/m IT specialists (minimum qualifications – University degree in IT, programmers qualification, system integrators, certificate of IT knowledge, certificates to prove the ability to develop software and database, minimum 3 years on the business.)
- Expertise under technical assistance for preparations of connections to EURES database – 1 m/m IT expert (minimum qualifications – University degree in IT, system integrators, certificate of IT knowledge, minimum 3 years on the business.) with knowledge about EURES functioning.
- Training for approximately 10 participants (for potential EURES advisers and 2 LSES IT specialists) on usage of EURES information system (information system, database, network - 3 m/d; 1 international expert –EURES adviser.
- Seminar for approximately 15 participants (in co-operation with Estonian and Lithuanian State Employment Services and one EURES adviser from EU member country) about Cross-border co-operation and network development - 2 days; (1 international expert EURES adviser who works in Cross-border region)
- Work group seminar for approximately 10 participants (for potential EURES advisers in LSES) on how to develop national database, summarise information about living and working conditions in Latvia and other EU countries - 2 m/d. 1 international expert - EURES adviser or Line manager.
- Study visit to one EU country for approximately 6 participants (1 EURES manager and 5 EURES advisers) to explore how EURES system works in reality. It is necessary because after theoretical seminars it is useful to see how already developed EURES system works and EURES advisers should see daily work of adviser - 5 days visit.

Supplies

- Purchase of equipment to ensure operation of the system (one set of equipment for each region – servers, operation systems for servers, switches, routers, uninterrupted power supply (UPS) devices).

Supplies means:

One set of equipment for each region – servers, operation systems for servers, switches, routers, uninterrupted power supply (UPS) devices to ensure operation of the system.

3.5. Lessons Learned

From the previous experience in implementing Public Investment Program project "Computerisation of Latvian State Employment Service" several conclusions regarding the IT development for LSES can be made. These conclusions were carefully considered when designing the Phare project.

First it was learned that projects concerning purchase of technology and software should be sustainable and with steady financial flow, meaning that there should not be any interruptions in project implementation. It is assumed, that such problem would not occur with the Phare project financing.

It was also evident that projects concerning purchase of equipment should be accompanied with the activities concerning training of possible users. Therefore training activities were included both in Phare 2002 project and Phare 2003 project.

From the State Investment Program project it was noted that projects including purchase of technical equipment and software should be strategically planned, but flexible to different situations. Descriptions of technical specifications for the planned equipment cannot be too detailed, because as previous experience suggests, technical solutions planned before some time, could become outdated by the time of project implementation due to very fast development of information technologies. For this reason there should be an opportunity for minor changes in specifications of equipment.

4. Institutional Framework

The leading institution of the project is Ministry of Welfare.

There will be two main beneficiaries under this project – the Ministry of Welfare and Latvian State Employment Service (LSES).

The Ministry of Welfare is the main institution dealing with active labour market measure policy for unemployed persons. Ministry of Welfare works out policy on active labour market measures:

- to promote persons employability;
- to ensure social security and organisation of active labour market measures for unemployed persons;
- to assist in matters dealing with employment policy and vocational counselling;

Within the project the main responsibilities for the Ministry of Welfare is to monitor and control the project implementation.

On the basis of the comprehensive analysis of labour market issues made by LSES, the Ministry of Welfare will be able to monitor employment policy implementation more efficiently within National Employment Plan.

Latvian State Employment Service (LSES) will be the main institution, involved in project implementation. LSES is a non-profit organisation under supervision of the Ministry of Welfare and it has been working for 11 years. LSES has its board in Riga and 28 district offices and 34 local offices. It is planned that by the year 2003 LSES will change the status for the state agency.

According to Law "On Support to Unemployed and Job-Seekers", State Employment Service implements active labour market measure policy on and policy for unemployed persons and job seekers. It means that LSES organises and implements active labour market measures, assists unemployed persons and job-seekers to participate in labour market, ensures operative information on free vacancies, opportunities to participate in active labour market measures, registers and ensures information on unemployed persons and job-seekers, analyses the situation on labour market, ensures the information on unemployment and employment situation on labour market.

Latvian State Employment Service will be the main institution involved in project implementation as well as the main beneficiary. Within the project the main responsibility for LSES is to ensure project implementation according to the planned activities.

LSES will be more effective in performing such functions like providing the information on labour market situation, job matching, and implementation of active labour market measures. LSES will be able to make more efficient and

more comprehensive analysis on labour market issues and to change information on labour market issues between all information users. This information is very important in employment policy implementation process. To perform these functions data protection will be provided. LSES will be able to participate in EURES network, thus giving the opportunities for employment outside Latvia.

The Steering Committee will comprise representatives from Ministry of Welfare and Latvian State Employment Service.

5. Detailed Budget. (in Euro)

	Phare Support		Total Phare (=I+IB)	National Cofinancing		IFI	TOTAL eligible costs
	Investment Support	Institution Building		Eligible costs	Non-eligible costs		
Contract I Services	674 000		674 000	221 000*	40 000		895 000
Contract II Supply	730 000		730 000	250 000*	45 000		980 000
Total	1 404 000		1 404 000	471 000	85 000		1 875 000

*Joint co-financing, excluding all taxes and duties.

6. Implementation Arrangements

6.1. Implementing Agency

Implementing agency of the project will be the CFCU, PAO Valentina Andrejeva, State Secretary of Ministry of Finance. CFCU will be responsible for the financial and administrative management of the project in accordance with EDIS procurement rules, regulations and procedures.

Programm Authorising Officer - V.Andrejeva, State Secretary of the Ministry of Finance.

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SPO: Ms. Ruta Zilvere, Deputy State Secretary of the Ministry of Welfare (28 Skolas Str., Riga, LV 1331, Latvia; ph. 371 7021605, fax 371 7276445), responsible for the technical implementation of the project.

Leader of the project: Ms. Ineta Tare, Director of the Labour Department of the Ministry of Welfare (28 Skolas Str., Riga, LV 1331, Latvia; ph. 371 7021700, fax 371 7021765)

Project Steering Committee will be established to oversee project implementation. The Steering Committee will comprise representatives from Ministry of Welfare and Latvian State Employment Service.

The State Employment Service will carry out technical implementation of the project.

6.2. Twinning

N/A

6.3. Non-standard aspects

There will be no non-standard aspects regarding implementation of the project. Standard procedures of the Commission in accordance with Practical Guide to PHARE, ISPA and SAPARD contract procedures will be followed under Extended Decentralised Implementation System. Prior to EDIS accreditation, DIS will be followed. EDIS will apply from the date of accession at latest.

Ratio: if during project implementation the project cost for some reasons will decrease, the Phare financing will also decrease proportionally.

6.4. Contracts

Contract No.1 – Services 895 000 EUR (joint co-financing, excluding all taxes and duties).

Contract No.2 – Supplies 980 000 EUR (joint co-financing, excluding all taxes and duties).

7. Implementation Schedule

7.1. Start of tendering/call for proposals

Contract No. 1: Services – III quarter 2003

Contract No.2: Supplies - III quarter 2003

7.2. Start of project activity

Contract No. 1: Services – II quarter 2004

Contract No.2: Supplies – II quarter 2004

7.3 Project Completion

Contract No. 1: Services – III quarter 2005

Contract No.2: Supplies - IV quarter 2005

8. Equal Opportunity

When recruiting, promoting and rotating their employees, Latvian public institutions take into account professional qualification, level of competence, correspondence to the job description, performance and like factors, not their age, sex or nationality. This is constantly followed in LSES. Besides, successful implementation of project will enable LSES to analyse labour market data more efficiently. Such statistics could help to analyse the situation in labour market concerning equal opportunities for men and women. This analysis will be used by policy makers to promote equal opportunities in labour market in Latvia.

9. Environment

Not applicable

10. Rates of return

Not applicable

11. Investment criteria

11.1. Catalytic effect:

Basic infrastructure for registering the unemployed and analysing the labour market situation is provided well before the start of project activities. There is continuous investment from the national budget to develop the labour market information system. This has not been sufficient to ensure adequate quality and operativeness of information exchange in Latvia. Phare funding will ensure full preparations for participation in European employment strategy regarding the labour market information.

11.2. Co-financing:

Co-financing is planned from the national budget in full amount.

11.3. Additionality:

Phare grant will not displace other financiers.

11.4. Project readiness and Size:

Project will be ready for tendering process after the signature of Financing Memorandum in July 2003. The technical specifications and terms of reference will be prepared by local financing.

11.5. Sustainability:

All running costs and upgrading for investments done by this project will be taken over by State budget and beneficiary institutions.

11.6. Compliance with state aids provisions

The project is in accordance with the Europe Agreement.

12. Conditionality and sequencing

There is one precondition for successful implementation of this project:

Before starting the project activities *development of Concept for labour market databases* needs to be completed. This is planned within Phare 2002 programme project “Employment strategy (institution building)” Component 2A, third activity. *

** The time schedule of Phare 2002 project will be changed to ensure timely fulfilment of this precondition. Project of the changed version is attached in separate file.*

ANNEXES TO PROJECT FICHE

1. Logical framework matrix in standard format
2. Detailed implementation chart
3. Contracting and disbursement schedule by quarter for full duration of programme
4. Needs Assessment carried out by the independent expert group “Existing and necessary equipment for improvement of capacity of Latvian State Employment Service”
5. Phare 2002 project “Employment strategy (Institution building)” Implementation Time Schedule

Annex 1

LOGFRAME PLANNING MATRIX FOR Project Employment strategy (infrastructure)		Program name and number	
		Contracting period expires	Disbursement period expires
		Total budget: 1 875 000 EURO	Phare budget: 1 404 000 EURO

Overall objective	Indicators of Achievement	Sources of Information	
Improve the employment situation and decrease the unemployment level.	Long term achievements: The level of unemployment reduced by 0,5 percentage points in 5 years period after project completion *	Reports on implementation of the National Employment Plan; LSES annual reports on work results; Statistical reports.	
Project purpose	Indicators of Achievement	Sources of Information	Assumptions
To improve a labour market information system	<ul style="list-style-type: none"> Information flow is faster (speed of communication channels in limits from 128kb/sec. till 1Mb/sec. per object), 28 LSES affiliates connected to INTERNET and to LSES databases. Multi users regime for labour market databases is provided, users are authenticated EURES information system is created, LSES participates in EURES network 	Project assessment reports; LSES annual reports on work results;	<ul style="list-style-type: none"> The situation in labour market will not change dramatically. LSES staff will use labour market information system to integrate unemployed into labour market.
Results	Indicators of Achievement	Sources of Information	Assumptions
<p>1. Capacity development for labour market data analysis:</p> <ul style="list-style-type: none"> The LSES labour market database system developed completely; The LSES staff trained to work with the new software. An adequate software for labour market analysis and for job placement system developed and operating in LSES; Technical equipment supplies to ensure the operation of the new labour market data analysis software. Statistical software is purchased and is used for depth statistical analysis and for conducting surveys of unemployed and job seekers. LSES staff skilled in usage of statistical data analysis software. <p>2. Improvement of information exchange system in LSES:</p> <ul style="list-style-type: none"> Data protection ensured in LSES; The LSES district and local offices connected to corporate network; The LSES staff trained to work with data protection provision and computer network maintenance; Created Intranet platform in LSES; The opportunity of continuous IT training for the LSES staff is provided (by mobile computer class). 	<p>1. Capacity development for labour market data analysis:</p> <ul style="list-style-type: none"> The new labour market databases and data analysis software functioning in LSES central level and local offices; Number of work-stations with data analysis and statistical software installed. Approximately 70 people trained to work with the new software. Approximately 40 people skilled in usage of statistical analysis software. <p>2. Improvement of information exchange system in LSES:</p> <ul style="list-style-type: none"> The data protection system corresponding to the legislation of Latvia; The number of LSES offices connected to computer network; Number of training courses organised using the mobile computer class (per year); Number of staff trained in data protection provision 	<p>Project assessment reports; Reports by MoW; Verification audit by the European Commission. Certificates of attendance of training courses.</p>	<ul style="list-style-type: none"> Technical equipment bought is functioning well. Trained staff works using knowledge and skills gained within the training courses.

* (The unemployment level in Latvia has been rather stable for last 3 years. If the situation in labour market is not changing dramatically, increasing information exchange operativity would let the jobseekers to find a job before registering as unemployed – that would give about 0,3% decrease in unemployment level. Improved information systems would help to find for employers employees with appropriate qualification faster. That would increase the number of vacancies registered in LSES, so more unemployed would find a job – making about 0,2% decrease in unemployment level.)

<ul style="list-style-type: none"> Computer equipment supplies for the LSES affiliates. <p>3. Preparation for participation in EURES and free movement of persons:</p> <ul style="list-style-type: none"> Developed software to extract information from labour market databases for EURES information system; Connections to EURES databases established; Technical equipment provided to secure successful EURES network functioning and EURES information system developed;; Staff trained to use the EURES information system. 	<p>(approximately 35 people).</p> <p>3. Preparation for participation in EURES and free movement of persons:</p> <ul style="list-style-type: none"> Availability of information on for working abroad; Number of LSES staff trained to work with the EURES information system in Latvia. 		
Activities	Means	Sources of Information	Assumptions
<p>1. Development of labour market data analysis system:-)</p> <ul style="list-style-type: none"> Development of software for databases and introduction in LSES; Training on usage of the new software; Purchase of technical equipment for operation of software for databases; Purchase of statistical software; Training on usage of statistical software for LSES staff. <p>2. Improvement of information exchange system in LSES:</p> <ul style="list-style-type: none"> Development of Intranet platform in LSES; Training on data protection provision; Development of computer network; Provision of data protection; Establishment of a mobile computer class for training purposes; Computer equipment supplies for the LSES affiliates. <p>3. Preparation for participation in EURES and free movement of persons:</p> <ul style="list-style-type: none"> Development of software to extract information from labour market databases for EURES information system (database) and development of EURES information system; Technical and organisational preparation for connection to EURES database. Training for usage of EURES information system; Purchase of equipment to ensure operation of the system. 	<p>1. Development of labour market data analysis system:</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> ? Expertise under technical assistance for development of software for databases, testing of the developed software, and it's introduction in LSES – about 100 m/m IT specialists. (programmers) ? 2 week training for LSES employees (approximately for 70 people) – to use software for databases. <p><u>Supplies:</u></p> <ul style="list-style-type: none"> ? Supplies of computers, servers, statistical software, UPS for improvement of IT systems in LSES district offices. ? Training for approximately 40 people on usage of statistical software – 1 week training of usage of statistical software. <p>2. Improvement of information exchange system in LSES:</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> Short term expertise under technical assistance for development of Intranet platform in LSES - 12 m/m IT specialists (programmers). Training seminars for approximately 35 people on data protection provision - 15 m/d IT experts to conduct 3 seminars on data protection issues. <p><u>Supplies:</u></p> <ul style="list-style-type: none"> ? Supplies of network equipment - switches, routers, other LAN devices, ? Supplies for provision of data protection - firewalls, establishment of virtual private network, network content analysers, network security analysers, software and hardware for data protection provision. ? Purchase of computer equipment and video projector for a mobile computer class. ? Computer equipment supplies for the LSES affiliates – computers, servers, IDS, Switches, UPS. <p>3. Preparation for participation in EURES and free movement of persons:</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> ? Expertise under technical assistance for development of software for labour market databases– 30 m/m IT specialists (programmers). ? Expertise under technical assistance for preparations of connections to EURES database – 1 m/m IT expert with 	<p>Project implementation reports; Project assessment reports.</p>	<ul style="list-style-type: none"> The necessary, specific equipment is available and costs are not changed dramatically. LSES affiliates have technical possibilities for equipment usage LSES staff has necessary level of education/ knowledge, skills to start training courses on specific issue.

	<p>knowledge about EURES functioning.</p> <p>? Training for approximately 10 participants (for potential EURES advisers and 2 LSES IT specialists) on usage of EURES information system (information system, database, network - 3 m/d.</p> <p>? 1 international expert –EURES adviser – 3 m/d.</p> <p>? Seminar for approximately 15 participants (in co-operation with Estonian and Lithuanian State Employment Services and one EURES adviser from EU member country) about Cross-border co-operation and network development - 2 m/d.</p> <p>? 1 international expert EURES adviser who works in Cross-border region – 2 m/d.</p> <p>? Work group seminar for approximately 10 participants (for potential EURES advisers in LSES) on how to develop national database, summarise information about living and working conditions in Latvia and other EU countries - 2 m/d.</p> <p>? 1 international expert - EURES adviser or Line manager – 2 m/d.</p> <p>? Study visit to one EU country for approximately 6 participants (1 EURES manager and 5 EURES advisers) to explore how EURES system works in reality. It is necessary because after theoretical seminars it is useful to see how already developed EURES system works and EURES advisers should see daily work of adviser - 5 days visit.</p> <p><u>Supplies:</u></p> <p>? One set of equipment for each region – servers, operation systems for servers, switches, routers, uninterrupted power supply (UPS) devices to ensure operation of the system.</p>		
		Preconditions	
		<ul style="list-style-type: none"> Implementation of Phare 2002 project “Employment Strategy (Institution Building)” begun – Development of the <i>Concept for labour market databases is completed (Component 2A, third activity).</i> 	

PROJECT IMPLEMENTATION TIME SCHEDULE - " EMPLOYMENT STRATEGY (INFRASTRUCTURE)"																				
Component	Time(mo nths)	Month of project implementation																		
		2004												2005						
Service contract																				
Component 1		1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7
Development of software for databases and introduction in LSES:																				
specification of the tasks	2																			
preparation of technical specifications	4																			
development of software	6																			
testing of the elaborated software	4																			
introduction of software in LSES	8																			
Training in software for labour market data analysis - usage and maintenance (2 seminars for 70 people)	2																			
Component 2																				
Development of Intranet platform in LSES	4																			
Training on data protection provision (3 courses (1 week) for 35 people)	2																			
Component 3																				
Development of software to extract information from labour market databases for EURES information system (database) and development of EURES information system																				
Specification of the tasks	3																			
Technical specification	2																			
Development of software	3																			
Testing of the elaborated software	2																			
Introduction of software in LSES	4																			

Technical and organisational preparation for connection to EURES database																				
Preparation of information about Latvia	4																			
Database organisation	4																			
Preparation of connections	3																			
Training for usage of EURES information system																				
Training for the LSES IT specialists	1																			
Training and study visit for EURES advisers	1																			

Supply contract	Time (months)	2004												2005						
Component 1		1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7
Purchase of technical equipment for operation of the new labour market analysis software	3																			
Purchase of statistical software	2																			
Training on usage of statistical software (1 course for 40 people)	1																			
Component 2																				
Development of computer network																				
Specification of the tasks	1																			
Technical specification of network	1																			
Purchase of technical equipment	2																			
Configuration and installation	3																			
Provision of data protection	7																			
Establishment of a mobile computer class for training purposes	1																			
Computer equipment supplies for the LSES affiliates	3																			
Component 3																				
Purchase of equipment to ensure operation of the system (one set of Equipment for each region - servers, operation systems for servers, switches, routers, uninterrupted power supply (UPS) devices)																				
Equipment purchase	1																			
Configuration and installation	1																			

ANNEX 3

CUMULATIVE CONTRACTING AND DISBURSEMENT SCHEDULE BY QUARTER

CUMULATIVE CONTRACTING AND DISBURSEMENT SCHEDULE

GRANT FUND (EUR)

	2004				2005			
	I	II	III	IV	I	II	III	IV
Contract 1 – Service contract^{*,*}								
Contracted total:		895 000*						
Phare:		674 000						
National:		221 000						
Disbursed total:		537 000		627 000		716 000	895 000	
Phare:		404 000		472 000		539 000	674 000	
National:		133 000		155 000		177 000	221 000	
Contract 2 – Supply Contract								
Contracted total:		980 000*						
Phare:		730 000						
National:		250 000						
Disbursed total:		588 000		882 000				980 000
Phare:		438 000		657 000				730 000
National:		150 000		225 000				250 000

* Joint co-financing, excluding all taxes and duties

Needs Assessment carried out by the independent expert group from RD International

On request of LSES and The Ministry of Welfare RD International IT specialists made an evaluation of computer systems of State Employment Service in the end of 1999. On its base was developed a project, defining necessities, requirements and problems for future computerisation of State Employment Service – concept on “Development of IT systems in LSES”. There are about 200 pages in the report, which was written in Latvian language. Summary English version of this evaluation project you can find enclosed below.

Evaluation project of Latvian State Employment Service Computerisation

Situation description

The employment system and its successful functioning is significant tool to reduce unemployment. The main task of Latvian State Employment Service (LSES) is to help people, who lost their jobs:

- to regain their psychological stability,
- to raise their professional skills,
- to promote necessary information about opportunities to get a job.

The employment system should be developed to adjust to dynamic changes in the labour market. Using modern and new information technologies could develop this system. In the Employment Service the information technologies have been used to register unemployed, vacancies, to analyse the data. As a result, the information processing was fragmentary and some functions, that should be done through automatization, are done manually.

The establishment of computerisation of employment system has been started. This system has been modernising continuously, using state budget and other financial assistance. A lot of work has been done to renovate information technology and to work out the software, but due to the lack of financial resources the strategic development has not worked out. To develop the information system on high quality, there is the necessity for serious investment. Otherwise there is a problem to maintain software and technology on good condition and develop it.

As a result in the most part of LSES structures the technology and software is outdated and its further development is not rational. The problems have risen also in relation with incompatibility of Latvian language characters and illegibility of data. There are also problems with ensuring data exchange within other information systems and registers where modern technology systems have been used.

To solve the situation, there is a necessity to work out common conception on development of all employment service systems, principles on information technology selection and modernisation. That will ensure successful functioning and development of employment system.

To develop LSES technology system, the evaluation project of LSES computerisation has been elaborated.

Aim of the project

To work out the strategic conception of LSES information system's development.

The strategic plan should be worked out for development of common, integrated information system that is appropriate to LSES functions and international standards, and which is using modern technologies. The plan should be worked out according to principles of national information technologies policy.

Tasks of the evaluation project

- To assess the existing system of computerisation, information flow, information system, technology and software in LSES.
- To determine the limits of LSES computerisation project, to define the needs of LSES information system and subsystems, specifications of necessary software to perform LSES functions, the organisation of LSES computerisation, personnel and training required.
- To define the needs of LSES computerisation project. To assess the necessary financial resources for project's implementation.

Resulting materials of the project

The resulting materials of the project is a report on “Latvian State Employment Service computerisation” which includes:

- Definition of the problem.
- Assessment of existing situation.
- The information model of LSES computerisation system.
- The information flows.
- Description of the necessary software for LSES.
- The necessary hardware and software equipment for LSES.
- LSES personnel.
- Summary.
- Annexes.

LSES working model should ensure similar, common, high quality services in all LSES affiliates, as well as to improve service accessibility:

- Information centres should be placed in all districts.
- The information on free vacancies should be placed in computer network that is accessible to all computer users, incl. Internet; the information on vacancies should be updated each day.
- In the largest LSES affiliates self-help facilities should be placed that could help to each job seeker to have information on free vacancies in Latvia.

LSES task is to activate the unemployed thus integrating them into the labour market. To fulfil this task LSES needs qualitative information system that comprises all LSES work spheres. To work out perspective information system, such presumptions should be taken into account:

- The unemployment situation;
- Regional development;
- Technical situation.

All previous measures of LSES computerisation do not correspond to today’s situation:

- Does not correspond to today’s information system technologies;
- Out-dated software and hardware technologies in use.

This project of LSES computerisation was based on situation analysis and prognoses on possible situation changes in the future connected with economical changes in LSES organisation and other factors. According to the present situation in the state, there will be no decrease in amounts of work, but there is a need to increase the service quality.

The offered services and work performance should be more effective. Use of modern information system (Internet based) that could be maintained and developed further allows achieving these goals.

LSES information system

LSES information system could be divided into three systems of different types:

- LSES board;
- LSES Riga centre and its offices
- LSES district affiliates and their offices

Each of these structures fulfils different functions or operates with different amounts of information. Therefore theses systems are different in terms of technical equipment and software used. But anyway it is common system, which needs common information strategy, common software, and centralised management.

To give a clear picture of existing situation, the appraisal of all structures was carried out within the project.

The main differences among these structures appeared in such fields:

Work stations – system units, monitors, printers, and uninterrupted power supply

LSES board mainly uses IBM produced system units with Pentium 166 MMX or Pentium 200MMX processors, part with Pentium 100 or Pentium 120 processors. Some computers are with lower capacity processors that are used as operative reserve or are repaired.

IBM produced system units P166MMX and P200MMX are suited with IBM 15'' monitors G50, other computers suited with Micro Link A500 or IBM G41 14'' monitors. There are some out-dated monitors, which cannot support sufficiently high refresh rate (72 Hz).

The most part of computers are suited with laser printers, which could be used also as network printers. The accounting unit has mainly dot-matrix printers. The ink-jet printers have been used too.

LSES board has not been using UPS for workstations. UPS are used only to ensure work of commutation and communication technologies.

LSES Riga centre

LSES Riga centre and its offices use mainly IBM PC340 system units, which are updated to Pentium 100 or Pentium 133 or to Cyrix, and ADM produced units. But there are many outdated computers with 386 and 486 processors. Some of them are not being used anymore. The updated computers have different motherboards and different processors, as well as their RAM is different. Therefore the performance of these computers is different.

The main deficiency of these computers is poor video charts, which cannot ensure sufficient refresh rate (72 Hz) for monitors.

LSES district affiliates

District affiliates use mainly system units that are updated to Pentium 100, Pentium 133 or to Cyrix and ADM produced units. There are many outdated computers with 386 or 486 processors, that can not be used anymore. Some affiliates have IBM and Micro Link produced computers. The outdated computers have different motherboards and different processors and RAM. Therefore the performance of these computers is different. The main deficiency of these computers is poor video charts, which cannot ensure sufficient refresh rate (72 Hz) for monitors.

The software used

In LSES the main operational system for workstations is DOS, because it is used by Job placement system (JPS). To manage operational system, Norton Commander or Volkov Commander has been used. DOS programmes for Latvian language are Varkey and vga_rom or vga_ub. Corresponding to LSES needs different local databases has been worked out – to register and get information on vacancies, foreigners, Job-seeking clubs, trainings of unemployed.

Local network

LSES board and Riga centre offices have developed local network, using twisted pair cable (cat 3). The LSES Board is connected with Riga centre offices through Air Link.

In all district offices e-mail has been ensured by modems.

Power supply and signalisation

The electro installation in LSES Riga centre and in offices has anode beds. In centre and offices there is the signalisation.

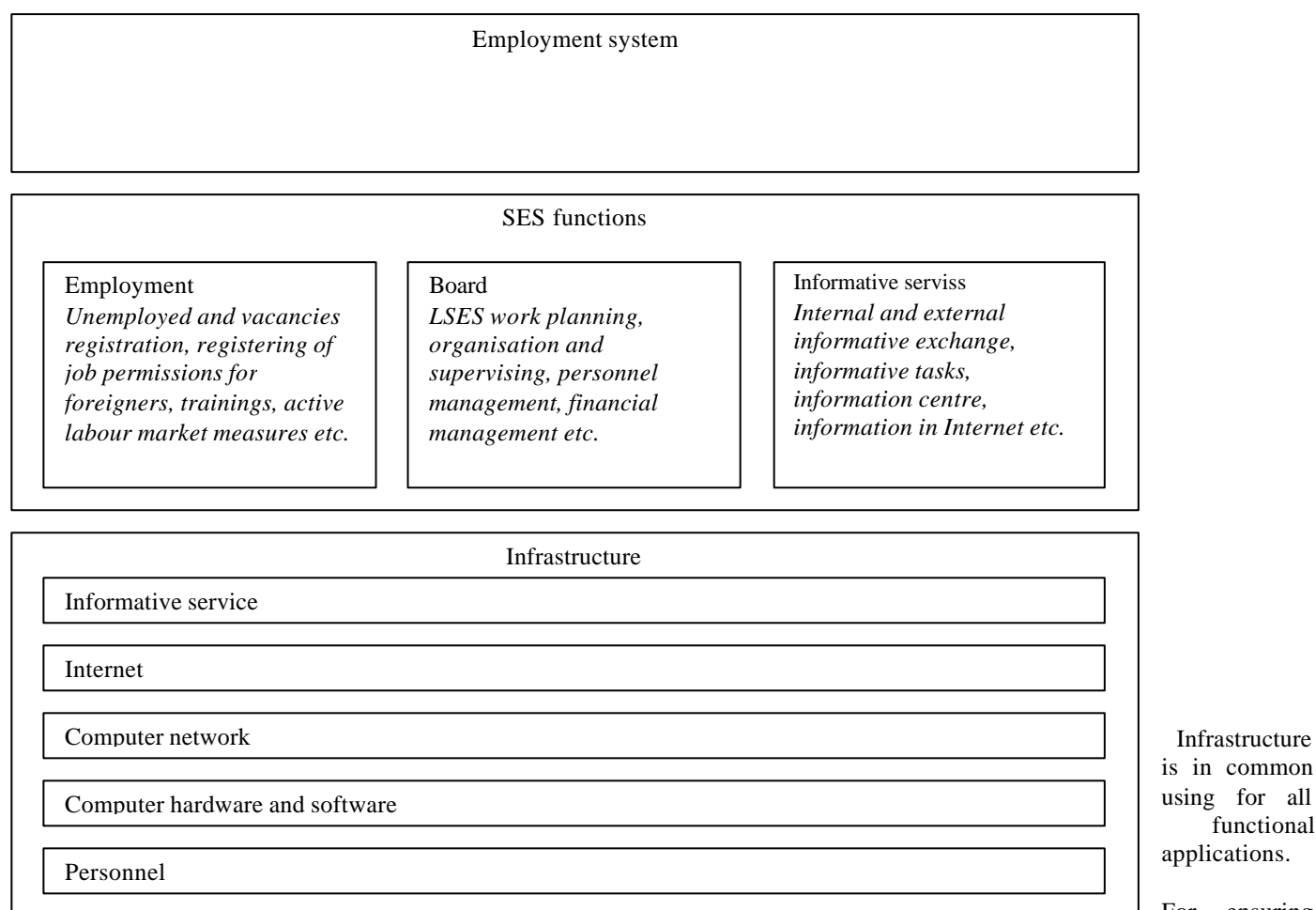
In the most part of district offices electro installation is without anode beds.

The proposed IT systems model for LSES

LSES is working in very varied environment, which is influenced by Latvian legislation and normative acts, international contracts and commitments.

Employment's systems infrastructure's informatisation is shown in Scheme 1.

Scheme 1. Employment's systems infrastructure's informatisation.



informative service mostly Internet based solutions that are characterised by unified performance and interface, searching abilities, accordance with databases, are needed. Informative service is supposed for using in information centres, and for disposing of information in Internet.

Information processing, searching and storage

Information input should be performed in the place of its registering. All received primary information should be fixed in information system and used for decision making as well. It means that information system should store all actual LSES information. Information system should be unified for ensuring operative processing and searching abilities.

Data exchange

It is necessary for SES functional tasks performance to provide operative information exchange among LSES structural divisions and other institutions and organisations as well.

LSES computer network building should correspond to the ISO/OSI opened system's co-operational base standard. Computer network's topology choice is definable by LSES district offices placement, approachable connection channels and its reservation abilities, what give abilities to create alternative routes of data transmission. It is proposed to realise district's affiliates local data network of star topology, connection to LSES board local data network therefore creating common LSES computer network. District filial connection will serve as nodes in global computer network, which in accordance with hierarchical structure will be connected with other LSES districts – sectors objects.

Information system for job placement (JPS)

1. General provisions

There is required a system for ensuring function performing such as registration of unemployed and vacancies in the LSES. At the moment these functions are performed by existing system of job placement, which includes registration of unemployed and vacancies.

Current applications can't ensure complete automatisisation of the process and it is recommended to develop absolute new software considering future development needs.

2. Principles

At all stages of project development are kept the following principles:

- Consideration of international standards. All hardware and component's accordance to the main international standards – ISO, EC, DIN, ITU, ANSI, IEEE.
- Software accordance to international standards – ISO, EC, DIN, ITU, ANSI, IEEE, RFC.
- Accordance to Latvian standards and normative acts.

All applications have to be chosen with a view to ensure data protection and database stability.

Requirements of job placement system (JPS):

- Network administration
- Report administration and registration
- Data accessibility
- Principle of data unity
- Data authenticity
- Data confidentiality
- Data backup copy
- Used network

Specialised systems

1. Specialised workstations for information centres and job clubs

LSES should ensure accessibility to the necessary information. For this purpose there are information centres being established in LSES.

For improving work efficiency of such information centres and increasing level of service provided it is preferable to create special workstations to be used by unemployed. Specialised workstations should have simplified interface, which facilitates information search.

- In future could be organised, providing actualised information about vacancies
- Information that provides specialised data about position's description and possible training will be included
- Systems will be used for job clubs work and information centres.

2. Internet information

All LSES newsletters will be published in Internet.

- Information should be foreseeable;
- Created interactive environment, that gives possibility to mark own proposals, register employers vacancies, register job seekers;
- Should be completely ensured regular data update and system's administration.

3. Transitional LSES databases

Creating new JPS it is suggested to include all required functions and to prevent overlap of data in the systems.

LSES informative system consists of several administrative subsystems also – financial management and accountancy system and documentation's administration system. The job placement subsystem, includes unemployed registration and vacancies registration databases, database for job permission to the foreigners, internet information.

Subsystems should completely correspond to set requirements for each of necessary functions, should ensure its implementation to unitary LSES informative network, internal necessary data exchange and possibility of international data exchange.

Important task of LSES IT System is to co-ordinate integrated development and implementing of all subsystems.

Summary – what needs to be done regarding the LSES IT system?

- To ensure technical unification. Computers of different producers that are made of spare parts of different suppliers, proceed in different ways. Is very difficult to identify and prevent errors in their work. Besides, work complicates by computer's configuration of different types.

- To ensure technical compatibility. Main attention should be paid to compatibility of network units.
- To ensure unification of software. Different installation used makes identical hardware to work in different ways. Incorrect installations can make computer to run with errors, but irrational installation can make computer to run much slower. Therefore there is a need to work out standards for MS Windows environment, MS Office, System Works, Back Office, specific used software installations, as well as work out technological cards for installation of this software.
- To ensure constancy of software installation. For ensuring the constancy of software installation it is necessary to limit user's possibilities to perform operations without authorisation to do it. Only system administrator with necessary knowledge can do this work.
- To ensure regular training programs and rising of qualification for IT specialists.

Existing and necessary equipment for improvement of capacity of Latvian State Employment Service

Abbreviations used – LSES – Latvian State Employment Service

Equipment items	Quantity	Since what time in use	Guaranteed time of use (years)	Necessary		Necessary for following functions/legal requirements
				For change	For supplement	
Existing and necessary equipment						
Computers						Existing equipment is not sufficient to ensure work with the new applications for all LSES functions.
<i>PentiumIII</i>	41	2001	3			
Celeron 700/800	55	2001	3			
Duron700	12	2000	3			
Celeron 400/433	49	1999-2000	3			
PC300 PL	35	1998	3			
Pentium 75/100/120/133/166	182	1996-1998	3 (outdated)	182		
AT-386/486	75	1993-1995	3 (outdated)	75		
Servers						Necessary for ensuring the information flows (data exchange, storage and efficient database work).
Server Extended Configuration/ser.N3624G03830	1	1996	3 (outdated)	1		
Server IBM Netfinity 3500 M20	1	2000	3			
Servers IBMx220/PIII800x2/512MB/18.2GB x3/RAID-4L/Backup equipment	2	2001	3			
Server IBMxSeries220 with monitor Philips105E	1	2001	3			
Server Standard Configuration (with 16 users UNIX licences)	1	1996	3 (outdated)	1		
IBM PC Server SE330 Intel Pentium II 233MHz, 512KB cache	1	1998	3			
UNIX Server 64MB RAM, 2GB DDS, 2GB Disk, CD-ROM,8ports	2	1997	3 (outdated)	2		
Server Standard Configuration/N3624G03829	1	1996	3 (outdated)	1		

Printers						
HP LaserJet 1100 printer	42	1999-2000	1			
HP LaserJet 1200	24	2001	1			
HP LaserJet 2200	1	2001	1			
Oki 600 ex	19	1997	1 (outdated)	19		
HP 6L	7	1998	1 (outdated)	7		
Matrix Oki ML380, Epson, Star	162	1992-1997	1 (outdated)	162		
Telecommunications						
<u>Routers</u>						Needed to ensure fast access to database information (online regime). To facilitate information exchange within LSES (central and local offices).
Routers 3com	8	1995-1997	3 (outdated)	8		
Router w/Cisco IOS lp s/w; 64Mb DRAM, 32 Mb Flash SIMN	1	2002	3			
Router Cisco 2651 VPN Bundle ,AIM-VPN/EP, 2xFE, IOS FW/I	1	2002	3			
<u>HUB:</u>						
1.BayStack 60-8T 8port net concentr.	17	2000	3			
2.Hub8,12,16xRJ45	24	1996-1998	3(outdated)	24		
3. Hub 8/TPC	2	1997	3(outdated)	2		
4. Hub 8port	39	2001	3			
<u>Catalyst Workgroup Switches:</u>						
1.Catalyst 3524-PWR-XL Enterprise Edition	2	2002	3			
2. 24 port 10/100switch w /2 fixed 10/100/1000BASE-T ports	4	2002	3			

UPS	30	1997-2002	3			
PIX Firewall Bundles						To ensure network security.
PIX 515UR Bundle (Chassis, unrestricted SW, 2 FE ports)			3			
PIX Four-port 10/100 Ethernet interface			3			
PIX Firewall IPSec Accelerator	1	2002	3			
PIX-506 (Chassis, software, two 10BASETports)	1	2002	3			
PIX 501 50 user/3DES Bundle	6	2002	3			
PIX 501 10 user/3DES Bundle	10	2002	3			
Cisco IP Telephony						To ensure maximum efficient use of LSES corporate network for efficient information flow among LSES offices.
Cisco Access Gateways (CAG-VG200,CAB-ACE, NM-HDV-1E1-30E)	1	2002	3			
Cisco IP Phone CP-7910	52	2002	3			
Modems						Will not be needed due to LSES corporate network improvements.
"AirLink-128S"	7	1997	3(outdated)			
Sportser V.34+, ext., voice	42	1998	3 (outdated)			
US ROBOTICS COURIER v.34 DS	4	1997	3 (outdated)			
Type 1 Async	8	1997	3 (outdated)			
LASAT	3	1997	3 (outdated)			
ASM31/230/V35	5	1996	3 (outdated)			

Necessary equipment

Equipment items	Users/place	Necessary quantity	Necessary for following functions/ legal requirements
Computers Processor Motherboard RAM (random access memory) Hard drive disc DVD-ROM Floppy disc Network adapter Video adapter OS (operation system) Office software	LSES specialists	130	Existing equipment is not sufficient to ensure work with the new applications for all LSES functions.
Monitors	LSES specialists	130	

Portable computers Processors RAM (random access memory) Video adapter Hard drive disc DVD/CD-RW Network adapter Monitor OS (operation system) Office software	LSES specialists	20	
Statistical software	LSES specialists	2	Labour market data statistical analysis and prognosis.
Servers for EURES database (for 5 regions)	LSES specialists	5	Necessary for ensuring the information on international labour market mobility
Servers for LSES database	LSES specialists	3*	* number of equipment units can be specified due to database properties. Necessary for ensuring the information flows (data exchange, storage and efficient database work).
For regional offices			
IDS (intrusion detections system)	LSES specialists	10	Necessary for security of corporate network servers and data protection.
Catalyst 2950G-24 Switch	LSES specialists	35	
UPS (uninterrupted power supply)	LSES specialists	35	
For Riga office			
IDS (intrusion detections system)	LSES specialists	1	
Catalyst 2950G-24 Switch	LSES specialists	2	
Distribution cabinet	LSES specialists	1	
UPS (uninterrupted power supply)	LSES specialists	1	
For central office			
IDS (intrusion detections system)	LSES specialists	1	
Catalyst 3550-12T Switch	LSES specialists	2	
PIX 515 Firewall	LSES specialists	1	
2651 Router	LSES specialists	1	
Distribution cabinet	LSES specialists	2	
UPS (uninterrupted power supply)		2	
KVM (monitor) switch		1	
Servers and server software	LSES specialists		
Server software		2	
Servers		7	

NEEDS ASSESSMENT AND ACTIVITIES WITHIN PHARE 2002 PROJECT AND PHARE 2003 PROJECT

Item/Equipment	Needs assessment by RD International in 1999	Existing on 01.09.2002 ***	Additional needs ****	Will be purchased within Phare 2002 project	Will be purchased within Phare 2003 project
PC* **					
Work stations	471	439 (341)	61	133	130
High capacity work stations	110	10	30	10	
Portative PC	5	2	20		18
Other equipment for mobile computer class					
Video projector					1
Servers*					
1 processor	9	8 (5)	7	5	5
2 processors		2	5	1	4
4 or more processors			5		3
Printers					
Local printers	200	91 (26)		113	
Networks printers		1	35	28	
Networks laser printers (colours)			7	2	
Local printers (ink)	30		35		
Matrix printers		162 (162)			
Scanners			35	10	
Network Equipments					
WebCams				52	
Ip Phones		52		36	76
Switch	11	6	22		39
Hubs	63	82 (26)			
PIX (firewall +VPN)		33	27	20	2
Routers		10 (8)		5	7
Modems		69 (69)			
IDS			12		11
IDS modules for servers					10
Backup devices	29			5	
UPS	236	30 (15)		5	38
Distribution cabinet with equipments			1		3
Software for LSES data processing					
Software for databases	1	1 - dos		1	1
Data processing software			1	1	
Resource management software	1	0			
Financial management software	1	1		1	
Software for Intranet		0			1
Software for Internet	1	1			
Foreigner workers database	1	1 -dos			
Software for EURES information system		0	1		1
Statistical software		0	2		2
Servers software	4	1		1	2
Software for data protection					
ISA + add-on software					2

* - with OS

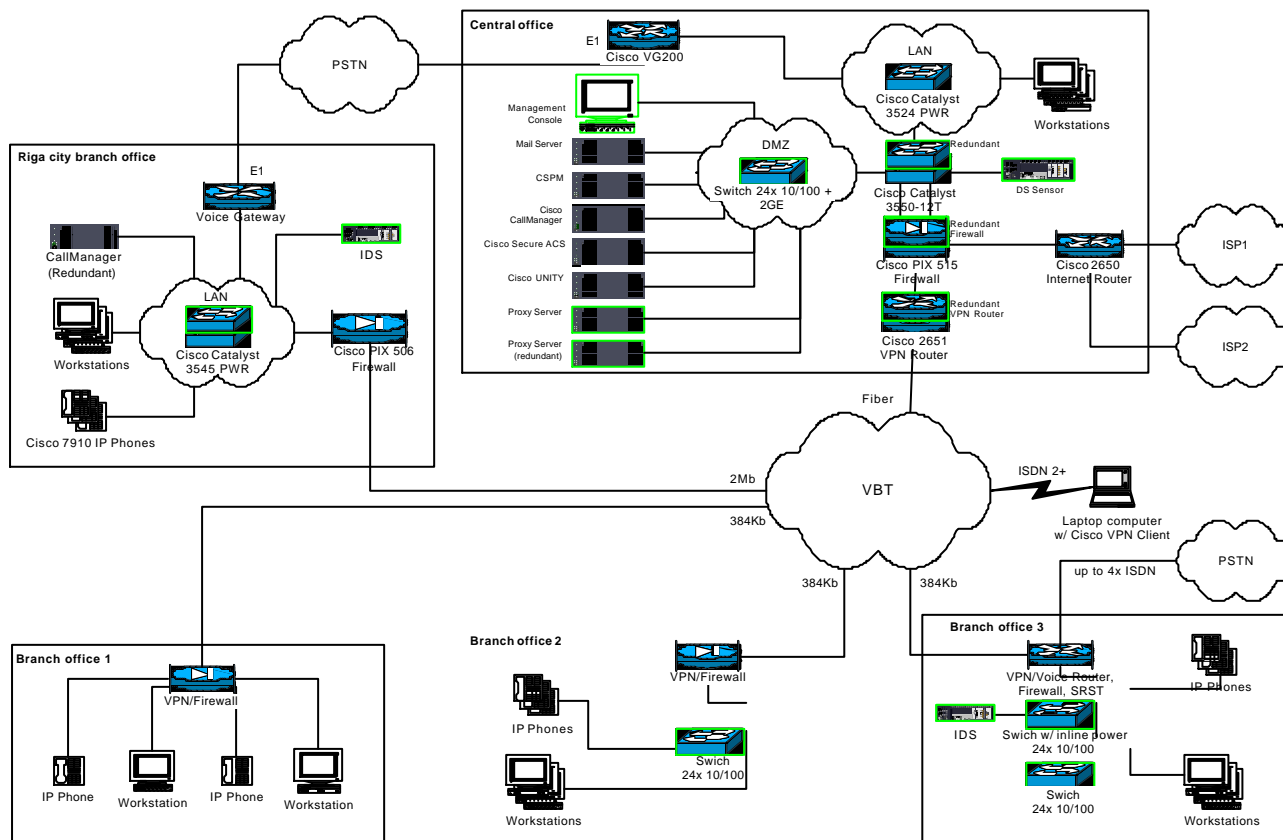
** - with Office and other software

*** - the number shows total amount of equipment items but number in brackets shows outdated (by the year 2003) equipment items within the total number of equipment items

**** - The column “Additional needs” shows the additional necessary equipment items. These needs appeared after 1999, to ensure activities, which were not planned in 1999 (when RD International made needs assessment) - for example for activities like mobile computer class (activity is planned to be implemented within Phare 2003 project).

SES IT system model

green colour - new devices
blue colour - existing network
devices



IMPLEMENTATION TIME SCHEDULE

For Phare **2002** project “Employment Strategy (Institution Building)”

	2003												2004											
Twinning Covenant	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Pre-Accession Advisor (15 man-months)									X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Twinning expertise on assessment of the adequacy of the existing institutional structure, improvement co-operation methodology and procedures for Latvian authorities dealing with labour market measures, provision of proposals on changes in existing Latvian legislation framework/structure dealing with labour market policy instruments										X	X	X	X	X										
Twinning expertise on institutional building and forecasting procedures, assessment of the existing situation in the field of labour market monitoring and analysis system, provision of guidelines for further improvement and training of experts in the line ministries and authorities on approaches and methods for sound and efficient labour market monitoring and analysis system, development of concept and adequate action programme for implementation of forecasting system															X	X	X	X						
Twinning expertise on development of Regulations of the Cabinet of Ministers on active labour market, consultations to the working groups elaborating new regulations in the line ministries														X	X	X	X	X						
8 training seminars for institutions involved in development and implementation of the National Employment strategy (National Employment Plan)												X	X	X	X	X	X							
2 training seminars for experts from the National Employment Plan development working group											X	X												
3 seminars in line ministries on approaches and methods for sound and efficient labour market monitoring and analysis system																		X	X	X				
1 study visit (8 persons, one week) on elaboration of National Employment Plan														X										
Development of the methodology for Latvia's ex-ante evaluation of labour market, human resources development and situation in terms of equality between men and women. Training of 20 persons (national and regional level staff, social partners) for the practical adoption of methodology and preparation of ex-ante evaluation for ESF interventions										X	X													
Development of the methodology for preparation of Single programming document HRD and Employment priority and Programme Complement HRD and Employment priority. Training of 20 persons (national and regional level staff, social partners) for the practical development of Single programming document HRD and Employment priority and Programme Complement HRD and Employment priority										X	X													

[illegible]

