

Zagreb, 16. veljače 2010.

Zaoštreni uvjeti poslovanja na domaćem tržištu i zahtjevi na kvalitetu rješenja, proizvoda i usluga koje zahtijeva europsko i svjetsko tržište postavljaju pred hrvatsku ICT industriju izazov trajnog povećanja konkurentnosti. Stoga **Središnji državni ured za e-Hrvatsku** i **Savez Hrvatskih ICT udruga (Clustera) – cro.ict**, u svojstvu lokalnog partnera regionalnog GTZ ORF projekta SEE-IT, pozivaju Vas na izlaganje

**“Business Process Improvement – Roadmap to Maturity”**

koje će dr. **Georgij Sharkov**, regionalni menadžer za Centralnu i Istočnu Europu European Software Institute (Bilbao, Spain), održati

**u utorak, 23. veljače 2010. godine u vremenu od 12:00 do 13:30 sati  
u prostorijama Središnjeg državnog ureda za e-Hrvatsku, Zagreb, Gajeva 4.**

Izlaganje će obuhvatiti sljedeće teme:

- poslovna izvrsnost kroz unaprjeđenje poslovnih procesa;
- kratkoročne i dugoročne koristi od procesa unapređenja;
- pregled industrijskih standarda (*CMMI® i ITMark, ISO..*).

Na predavanju će biti nazočni te odgovarati na konkretna pitanja voditelji programa kvalitete u tvrtkama Enel Split d.o.o. i Multilink, Inženjering rješenja i konzalting, d.o.o., tvrtkama koje su prve u RH dobile IT Mark industrijski certifikat European Software Institute-a.

Predavanje će se održati na engleskom jeziku, a u prilogu Vam dostavljamo više informacija o predavaču.

S obzirom da je broj polaznika ograničen, molimo žurne potvrde dolaska poslati na: Katarina Vitić, izvršna tajnica cro.ict, putem e-maila ([katarina@cro-ict.net](mailto:katarina@cro-ict.net)) ili telefonom (+385 98 674 883). Za posjetitelje kotizacija nije predviđena.

S poštovanjem,

Središnji državni ured za e-Hrvatsku

Savez hrvatskih ICT udruga - cro.ict

Igor Lučić,  
državni tajnik

Boris Krstanović,  
predsjednik

## Dr. George Sharkov

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Dr. George Sharkov is born in 1961 in Pleven, Bulgaria. Graduated Mathematics and Computer Science at Sofia University, obtained PhD in Computer Science (Artificial Intelligence), specialization in applied informatics, research in biophysics and genetics, enterprise information systems architectures. Since 1994 he is leading international software teams and projects for banking and finances, online trading and auctions, e-business, internet exchanges and B2B markets, innovative e-trading solutions. At present – Regional Manager for Eastern Europe of the European Software Institute (Bilbao, Spain – [www.esi.es](http://www.esi.es)), and Managing Director of the ESI Center Bulgaria ([www.esicenter.bg](http://www.esicenter.bg)). Instructor in SPI (Software Process Improvement), software engineering quality, implementation of CMMI (Capability Maturity Model Integration, SEI), accredited IT Mark appraiser (covers information security, business maturity and quality of processes). Leader of research network in Cryptography and Information Security ([www.cryptobg.org](http://www.cryptobg.org)). Lecturer at Sofia University. Chairman of BASSCOM (Bulgarian Association of Software Companies) for 2001-2007. Initiator and promoter of the regional ICT branding and competitiveness initiative. Founder of the ICT Cluster Bulgaria.

## The European Software Institute (ESI)

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**The European Software Institute**, is a non-profit Foundation, founded in 1993 by the European Commission, the Basque Government and many large European IT companies. Our goal is to support IT companies and enable them to produce high quality software, with less effort and at lower cost, or in other words **increase competitiveness of the IT Sector**. To this end, ESI develops Research & Development projects and also offers consultancy, training services and technical support to companies, with a highly qualified international team of experts.

ESI focuses especially on SMEs and has developed a new strategic line of action: **Cluster Approach Projects**, where a group of SMEs gather together around an intermediary organization (technology park, software excellence centre, IT association) and are supported both politically and financially by a government/donor organization in their aim to improve the quality of their software, become more competitive and export their products / services. ESI has managed cluster approach projects in Peru (90 SMEs), Spain (120 SMEs in 6 projects), Mexico (7 SMEs), Colombia (30 companies), Brazil (15 companies) and supports the ESICenter Bulgaria in the management of such projects and delivery of services in Eastern Europe. ESI is SEI Partner and counts 7 SCAMPI Lead Appraisers and 5 Authorized Instructors working under this license and has carried out over 80 SCAMPI official appraisals in all CMMI Maturity levels. ESI also certifies companies in ITMark, an international model adapted to the real needs of ICT SMEs by focusing not only on software processes but also business processes and information security.

## **The Foundation European Software Institute (ESI) Center Bulgaria**

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**The Foundation European Software Institute (ESI) Center Bulgaria** was set up in December 2003 as an initiative of the European Software Institute (Spain) and the Bulgarian Association of Software Companies (BASSCOM). In July 2007 ESI Center Bulgaria was authorized by ESI (Spain) to operate officially under the name ESI CENTER EASTERN EUROPE – proof that it had successfully completed the know-how transfer and has the capacity to offer services in the region.

ESI Center Bulgaria contributes to the increased competitiveness of ICT (software) companies in the Southern and Eastern European region through awareness building, training, consulting for IT process modeling & optimization and software processes improvement (SPI) methodologies (CMMI, ITMark) with a special focus on SMEs.

ESI Center Bulgaria and representatives of Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Romania, Serbia and Slovenia signed a Memorandum for increasing the quality of the industry under a common brand “SEE IT”. Other stakeholders such as investment funds, government institutions, universities, technology parks, business support and donor organizations also agreed with these common goals and principles of the partnership to position Southeast Europe as a high-tech hub in ICT.

The ICT Pyramid, developed by ESI Center Bulgaria and executed in the framework of its regional program, has been recognized by the major business support programs and ICT stakeholders in the region. The model is used for establishing new ICT support projects by international organizations active in EE and CIS.