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Informatika Elkarte

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del Gobierno Vasco

# Service Catalog

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Version	Date	Summary of Changes	Prepared by:	Approved by:
		<p>Change of name of the WAN Passive Infrastructure service to WAN Connectivity.</p> <p>Classification of Workstation and User support services as Retirement Services.</p> <p>Incorporation of new Services:</p> <ul style="list-style-type: none"> <li>Backup Zaintza</li> <li>Remote secure connection</li> <li>Managed Workplace</li> </ul>		Vicuña
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3.8.7	27/07/2023	<p>Modification of the Hosting service including the scope of Platforms and products</p> <p>Reassignment of Responsible for Mobile Communications Services.</p> <p>In the Voice service, include the typology: Access to Public Telephony Network</p>	A. Aletxa	A. Saez de Vicuña
3.8.8	01/03/2024	<p>Retired services removed from the catalogue:</p> <ul style="list-style-type: none"> <li>Exploitation</li> <li>Hostels</li> <li>User support</li> <li>User attention</li> </ul> <p>Incorporation of the Users service line</p> <p>Incorporation of new ANSs</p> <p>Incorporation of the information security and ENS compliance section</p>	A. Aletxa	A. Saez de Vicuña

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# 1 Introduction

## 1.1 Purpose

The primary goal of the **service catalog** is to present a common vision of the services that EJIE provides its client entities, both traditional and new convergence services, to all interested parties.

## 1.2 Document contents

In addition to this introductory chapter, the Service Catalog presents the following contents:

- The description of the service catalog.
- The definition of each line of service and the services contained in them.
- A set of files that reflect the definition, main characteristics and typologies of each service in the catalog.
- And the standard service level agreements.

## 1.3 Related documents

Documents available through the quality manager:

- Quality manual
- Quality management systems (UNE-EN ISO 9001: 2008) requirements
- Information technology Service Management System (SMS). Part 1: (UNE ISO / IEC 20000-1: 2011) Requirements
- Service Menu (UNE 93200: 2008) Requirements

Legal Documents:

- Decree 35/1997 of 18 February, which regulates the planning, organization, distribution of functions and management modalities in the field of information systems and telecommunications
- Organic Law 15/1999 of 13 December for the Protection of Personal Data
- Law 30/2007 of 30 October for Public Sector Contracts
- Royal Decree No. 1720/2007 of 21 December approving the Regulation for the development of Organic Law, 15/1999 of 13 December for the protection of personal data
- Decree 94/2009 of 21 April modifying Decree 35/1997 of 18 February, which regulates the planning, organization, distribution of functions and management modalities in the field of information systems and telecommunications
- Royal Legislative Decree 3/2011 of 14 November approving the revised text of the Public Sector Contracts Law
- Provision 56 of Law 2/2011 of 4 March on Sustainable Economy modifying Organic Law 15/1999 of 13 December for the Protection of Personal Data
- Royal Decree 3/2010 of 8 January, which regulates the National Security Scheme for Electronic Administration

## 1.4 Glossary

**Corrective action** An action taken to eliminate the cause of or reduce the likelihood of the recurrence of a nonconformity or other unwanted situation

**Preventive action** An action taken to avoid or eliminate the cause of a potential non-conformity or other unwanted situation

**Service level agreement (ANS or SLA):** An agreement made between a client entity and EJIE for a service that includes the minimum levels of quality that EJIE must meet as part of providing the services

**Quality** The degree to which a set of inherent characteristics meets requirements

**Client:** A body or entity with the capacity to initiate the procedure of requesting a new service, or any procedure associated with providing a service: order, agreement, commission, modification, follow-up, cancellation, etc. Like users, the EJIE units can also act as clients of certain services in the catalog, which they may hire for carrying out their activities.

**Continuity of service** The capacity for handling risks and events that may have a serious impact on the service so the services can be provided at the agreed upon levels in a continuous way.

**Service availability** The capacity of a service, or component of it, to perform the required function at an agreed time or during an agreed period of time

**Line of service:** A logical grouping of catalog services that have common aspects or belong to the same scope of action

**Continuous improvement** Recurring activities to increase the capacity to meet service requirements

**Non-conformity** Non-compliance with a specific requirement

**Process** A group of activities that interact or are mutually related that transform incoming elements into results

**Product** The result of a process

**Procedure** The specific way a process or activity is carried out

**Requirement** A defined need or expectation that is generally implicit or mandatory

**Service Manager:** The primary figure responsible for a service included in the catalog that is provided directly to a client. They have a global vision of the service and take the processes and infrastructure groups that support them and the clients to whom they are provided into account.

**Customer satisfaction** A client's perception of the degree to which their requirements have been fulfilled.

**Information security** Preserving the confidentiality, integrity and accessibility of information. It can also involve other properties like authenticity, responsibility, undeniability and trustworthiness.

**Service:** A group of activities and resources provided by EJIE as a whole that in combination provides a valuable product that meets the client's needs insofar as the activities they carry out.

**Quality Management System** A set of mutually related elements that interact to define the quality policy and objectives and to achieve those objectives

**Service typology:** Particularizing a service from the catalog into an element with a more specific value to facilitate understanding of the service and how it may be hired. A service typology inherits all the characteristics of the service to which it belongs and it may include new specific aspects or commitments that have differential features between them but are in the same scope.

**User:** A group of people who regularly use a service provided by EJIE as part of their daily activities. A user may be external or internal to EJIE, being as for certain services EJIE's own employees may act as users.



## 2 Service catalog

### 2.1 Catalog goals

The catalog provides a description of each service and its most important characteristics in addition to the people in charge of guaranteeing the service is provided and maintained suitably.

The fundamental objectives of the catalog are:

- To formalize relationships with clients through a unique relationship resource to improve mutual understanding
- To provide greater visibility, transparency and information to client entities and users about the services they receive
- To create a quality model based on agreements associated with the services that EJIE provides
- To contribute to the continuous adaptation of EJIE to client needs with a flexible resource that in turn allows services to be incorporated, modified or eliminated in a controlled way.
- To be a central reference resource to align various internal EJIE initiatives either in the future or that are currently under way

### 2.2 Services in the catalog

The catalog has been developed based on the following service definition:

*Set of activities and resources provided by EJIE as a whole, the combination of which provides a valuable product that satisfies the needs of its clients based on the business processes they carry out.*

The value of a service for a customer depends fundamentally on two factors:

- **Usefulness:** A service is useful when it adequately covers the needs of the client who hires it
- **Guarantee:** Regardless of the previous item, reliability issues (availability, capacity, continuity and security) are fundamental for clients and users to be able to use a service as part of their daily activities.

With these two factors in mind, each service in the catalog has a series of precise characteristics that define its functionality, and a set of commitments that establish the quality levels that EJIE agrees to meet while providing the service.

The following characteristics have also been taken into account:

- A service has a unitary quality. It can be requested, modified, continued or revoked independently.
- It is expressed in a language understandable to the clients who hire them and it is representative based on the activities they carry out.
- It can be adapted and personalized to the client's needs based on the use of predefined options for the service.
- It has quality indicators and commitments that make it possible to see the performance of the service globally.
- Every agreement formalized in writing between EJIE and a client entity to provide a service from the catalog is an instance of the service.
- Every service instance can be quantified in terms of cost independently of the other instances.

### 2.3 Catalog maintenance

The EJIE Management Committee transfers the strategic objectives of the organization and the needs of the clients to the catalog services and actively participates in identifying new services and business opportunities alongside the people responsible for the services.

The people responsible for services constantly evaluates the suitability of the services defined in the catalog, given that:

- They have a global vision of the service in terms of the functionality it supports (usefulness), and the quality terms under which it is provided (guarantee).
- They are familiar with EJE processes, the infrastructure groups that support them and the clients they are provided to.
- They manage and supervise the service. And
- they participate in creating the assigned service level agreements.

The Management Committee reviews the catalog at least annually to adapt it to any new needs, when necessary.

The catalog has been integrated into the Quality Management System. In this way, it can be ensured the catalog complies with the organization's reference standards for the topic and that the information in the catalog accurately reflects the services provided.

## 3 Rights and obligations of client entities

Whoever uses or interacts with the EJIE services from this catalog, be they clients or individual users, have a series of general fundamental rights that are applicable to any element presented in this document.

### 3.1 Client rights

Any EJIE client who hires any of the services in this catalog acquires at least the following rights:

- Posses and have access to the resources they need to:
  - access the service catalog to find out about the services that EJIE offers the client
  - consult the general characteristics of each service to see its objective, scope and the group to which it is directed
  - access the applicable rates for hiring a service instance such that can know how much it costs and budget for it appropriately
  - and know the characteristics of the agreements made with EJIE regarding the services requested
- Clients can file complaints about the services they receive.
- The client can obtain reports on the performance of the service hired.
- Clients may make modifications to the services received to adapt them to their needs, as established in the characteristics of the service, using formalized channels and procedures.
- Clients will have contact persons and channels to access them to discuss aspects of their service.

### 3.2 Client obligations

Any EJIE client who hires any service from the catalog acquires at least the following obligations:

- They must be familiar with the characteristics of the services they are provided and with the quality commitments acquired by EJIE.
- They must comply with the conditions of use of the services and the agreement they made jointly with EJIE.
- They must use the access channels and established procedures to request information or request a modification of the terms under which any service is provided.
- They must provide the necessary information, if so required, so EJIE can provide the services as set out in the service catalog and in the agreements made jointly with EJIE.
- They must comply with current legislation regarding the use of the technological resources that make up the services and for processing personal data.

### 3.3 Regulatory standards

- Decree 35/1997 of 18 February, which regulates the planning, organization, distribution of functions and management modalities in the field of information systems and telecommunications.
- Organic Law 15/1999 of 13 December for the Protection of Personal Data
- Law 30/2007 of 30 October for Public Sector Contracts
- Royal Decree No. 1720/2007 of 21 December approving the Regulation for the development of Organic Law, 15/1999 of 13 December for the protection of personal data
- Decree 94/2009 of 21 April modifying Decree 35/1997 of 18 February, which regulates the planning, organization, distribution of functions and management modalities in the field of information systems and telecommunications
- Royal Legislative Decree 3/2011 of 14 November approving the revised text of the Public Sector Contracts Law
- Provision 56 of Law 2/2011 of 4 March on Sustainable Economy modifying Organic Law 15/1999 of 13 December for the Protection of Personal Data

### 3.4 Processing service claims

Client entities and users may file complaints associated with a service when any characteristic of it has not been fulfilled or they are not satisfied with how it has been provided. The complaints will be handled by the EJIE Quality Management System following the procedures described in the Quality Manual.

When a complaint about a service is not resolved through normal channels clients may request to have it handled by the EJIE Management Committee by email at [reclamaciones@ejie.eus](mailto:reclamaciones@ejie.eus).

### 3.5 Ways of participating

Client entities and users can formally participate in the management and review of the service catalog by contacting EJIE to present their opinions, suggestions, claims or complaints about services received through different channels:

- by email to the person in charge of the service
- through the Quality Management System by email to [calidad@ejie.eus](mailto:calidad@ejie.eus)
- filing a complaint with the CAU at telephone extension 440
- filing a complaint with the tool enabled for handling service requests, where applicable
- filing a complaint with the Quality Management System by email at [reclamaciones@ejie.eus](mailto:reclamaciones@ejie.eus)
- filing out the satisfaction survey that is periodically done by the Quality Management System

### 3.6 Commitments and service quality

Every service in the catalog has quality commitments that set the minimum levels of service committed to annually. In general, two commitments have been established for all the catalog services:

- formally respond to all complaints filed within a maximum period of one month
- Maintain a minimum level of satisfaction in customer surveys of 7 out of 10

Service commitments (service level agreements) are continuously monitored and analyzed through a set of indicators and appropriate control levels. Other indicators are also available in which relevant information such as volumes and workloads can be monitored.

If any of the commitments are not met, the corresponding service manager will define the necessary actions to correct the situation and prevent client entities and users from being affected.

On the other hand, in the EJIE Quality Management System, the management review report is prepared annually, in which, among other things, it is reported:

- the behaviour of services in terms of achieving the goals
- information about trends in service levels
- any non-conformities in regards to the reference standards or service requirements and the identified cause
- measures of customer satisfaction, service complaints and the results of the analyses of measures of satisfaction and complaints

## 4 Lines of service

To facilitate their management, the catalog services have been grouped into blocks or Service Lines that represent activities and products with similar characteristics, or focused on the same scope of action:

- Technical Assistance and Consulting
- Communications
- Infrastructures
- Projects
- Workplace
- Unified corporate services
- Retired services
- Other services

### 4.1 Technical Assistance and Consulting

Services that involve advising, consulting and support by EJIE for its clients with specialised staff that have knowledge in one of the following domains:

- Specialized knowledge of a specific field of technology (communications, projects, security)
- Knowledge of technological solutions on the market that respond to standard customer needs
- Knowledge of the Public Administration, the Basque Government and the processes they carry out

EJIE has the following services in its line of Technical Assistance and Consulting:

Service	Definition
<b>Technical support</b>	The goal of the Technical Support service is to provide specialised personnel to EJIE clients based on the needs they specify.
<b>Consulting</b>	The Consulting service includes committing EJIE's expert staff in different fields (infrastructures, projects, security, definition of standards) to analyse clients' needs and provide solutions and associated action plans.

### 4.2 Communications

The services related with the connections needed by convergence clients are concentrated in the communications area. The telecommunications services needed to be able to connect to the private EJIE network and the external world are also included in this line.

Service	Definition
<b>WAN Connectivity</b>	The goal of the WAN connectivity service is to meet all the data transmission needs of all kinds between EJ/GV buildings. Management and hiring of external services for the infrastructure implementation works required for each client will be centralised.
<b>Managed SMS</b>	This is a service that facilitates providing SMS service to entities and bodies in the public sector that wish to use the service. The service has the following characteristics: <ul style="list-style-type: none"> <li>- A guaranteed and exclusive flow capacity of 200 SMS/second for each entity (not shared)</li> <li>- The flow capacity can be expanded if needed for special campaigns.</li> </ul>
<b>Voice</b>	This service provides a VoIP platform that lets entities subscribed to the service provide telephone, contact centre and operator terminal services.
<b>Mobile communications</b>	This service fulfils the needs of client entities and users in regards to managed and secure mobile communications (voice, data and additional value added services).
<b>Browsing</b>	The web browsing service consists of the following functionalities depending on the service hired: <ul style="list-style-type: none"> <li>- Safe internet access for people, teams and applications in the organisation</li> <li>- Safe internet access for people outside the organisation</li> <li>- Web browsing filtering based on URL reputation and categorisation</li> </ul>

	<ul style="list-style-type: none"> <li>- Basic threat detection based on traditional anti-virus technology</li> <li>- Advanced threat detection based on sandboxing technology</li> </ul>
<b>Video</b>	<p>This video-conferencing and video management platform will let entities that join the service have access to the features below:</p> <ul style="list-style-type: none"> <li>- Hold video-conferences between people from the same entity, different entities or external entities. Those users may join a video-conference using any device that meets the requirements (desktop, mobile, tablet VoIP, conventional phone or a specifically equipped room).</li> <li>- Record audio and video of video-conferences</li> <li>- View content broadcast live or on demand</li> <li>- Advanced audiovisual content editing</li> </ul>
<b>LAN and WiFi connectivity management</b>	<p>The goal of the LAN and WiFi connectivity management service is to update existing infrastructures of the entities in addition to providing any new infrastructure that may be necessary. In addition, the service includes the internet access requested by the entities.</p>
<b>Secure Remote Connection</b>	<p>This service is for providing secure remote connections that make secure remote access to any entity's network on the internet possible based on authentication and encryption. With the current growth in remote work, this service provides adhered entities with a security strategy.</p>

### 4.3 Infrastructures

The managed infrastructure services provide clients of the convergence with a variety of subscription options for meeting the needs of their business processes. The services provide all the features of cloud architecture, including IaaS, hosting (basic for servers, intermediate for platforms and advanced for applications) and no cloud as housing and allocation of physical servers.

The infrastructure services support hardware and software infrastructures from the rest of the convergence services.

EJIE has the following services in the infrastructure line:

Service	Definition
<b>Housing</b>	<p>This service provides physical space and facilities for incorporating a client's own infrastructure elements in the EJIE DPC. In addition to physical space, electrical connections, climate control, internet connection, installation and deinstallation, recycling and remote hand options and backup tape storage are provided.</p>
<b>IaaS Technological Infrastructures as a Service</b>	<p>In an infrastructure modality as a cloud service (Cloud IaaS), the IaaS service provides an agile model of information technologies that prioritises speed and flexibility. It is a Cloud with hybrid interoperability based on automated Infrastructure and secure application segmentation that is conceived to provide IT services to the Basque Government, Autonomous Bodies (AB) and other Entities of the Basque Public sector. The IaaS service can be internally fed by Public Cloud services in a way that is transparent for clients.</p>
<b>Zaintza Backup</b>	<p>This is a managed backup service consumed by all clients whose information systems reside on BATERA, in addition to all clients who request it. This service provides clients with data protection by executing backup processes for their data every day. It can be used for protection as well as for restoring any lost or damaged data.</p>
<b>STaaS Storage as a Service</b>	<p>This service provides managed storage for clients who request it. Depending on the kind of origin service that needs to access and consume this storage service, one kind of storage or another will be provided depending on several factors like access protocol, performance or capacity. This service provides clients with access to a data storage platform. It can be used for data transfers and redundant storage or to restore lost or damaged data.</p>
<b>Hosting</b>	<p>The service covers the global technological management of applications, computing, storage, networks and contingencies in a flexible way. It covers the entire life cycle from identifying systems to be integrated into the Batera Cloud including definition and transition to the cloud and operating and</p>

	<p>supporting it after integration.</p> <ul style="list-style-type: none"> <li>- <b>Basic Hosting - server management:</b> This service modality is geared towards clients who have independence for managing their information technology platforms, but who prefer to not worry about managing the infrastructure that supports those platforms. In addition to the services offered in the IaaS modality, basic hosting includes specialized technical support available to collaborate on managing incidents and problems that arise in the infrastructure and that the client's IT team cannot solve by itself.</li> <li>- <b>Intermediate Hosting - platform management:</b> This service modality is geared towards clients who want to have control over their own business applications, but they do not want to worry about managing the standard platforms and products needed for their business applications to work properly, in addition to the infrastructure management already included in the Basic modality. It likewise includes specialised technical support for queries and problems that may include escalation to the manufacturer.</li> <li>- <b>Advanced Hosting - application management:</b> This modality is geared towards clients seeking the highest quality of service. Our support teams will be in charge of fully managing and administering the client's main databases and products that support their business applications. It is based on a standardization of those business applications and their life cycles, maximizing availability and security.</li> </ul>
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## 4.4 Projects

These services include developing, implementing and maintaining applications as well as any other services related with integrating IT products into the Basque Government infrastructure.

Technology projects that result in products that can be used directly by users who use them or by other services are included in this line.

EJIE has the following services in this line of projects:

Service	Definition
<b>Application development</b>	<p>This service is for meeting client's needs through planning, designing and developing custom products or configuring standard solutions. The service guarantees compliance with the standards of the Basque Government and EJIE's internal regulations.</p> <p>The service includes quality control of applications to ensure the technical and functional reliability and quality of the products that are going to be incorporated into the Basque Government's infrastructure.</p>
<b>Application maintenance</b>	<p>This service is for corrective and evolutionary maintenance tasks for products based on custom application development or configuring a standard solution while ensuring compliance with the standards and internal regulations of the Basque Government.</p> <p>The service includes quality control of applications to ensure the technical and functional reliability and quality of the products that are going to be incorporated into the Basque Government's infrastructure.</p>
<b>Technological projects</b>	<p>The Technological Projects service includes studying, planning and carrying out technical projects for designing or implementing technological solutions that will later be used by other services, e.g. Application Development, or for updating current resources to meet new client or EJIE needs, e.g. updating Oracle to a new version.</p>

## 4.5 Workplace

The services included in the workplace provide users of client entities all the tools needed to do their day to day activities in their workplace, either at work or remotely, with hardware, software or support.

Service	Definition
<b>Virtual Desktop Service (Lekuona)</b>	This is a workstation virtualisation service (virtual desktop) for end users and the business applications they use every day (virtual applications) that are based on VMWare products. This service can be used with any device and from any place. Access is through every client's corporate user.
<b>Printer management</b>	This is a service for providing printing devices, services associated with breakdown maintenance and configuration and providing all the consumable components so users can be guaranteed to have a viable, managed and efficient printing environment.
<b>Managed Workplace</b>	This service provides users with the technological resources they need for day to day activities at their workplace and it meets the needs of every client entity and adheres to the policies and rules for each entity that consumes the service at all times.

## 4.6 Unified corporate services

Corporate services consist of collaborative services and services to improve cloud storage productivity provided in the cloud and the EJIE DPC in a secure way.

Service	Definition
<b>Collaboration and communication services (Elkarlan)</b>	The Elkarlan service is a group of services oriented towards improving the productivity of public employees of the Basque Government. These services are provided to clients as packets to provide the most suitable response for different user profiles. EJIE can provide the Elkarlan services in two modalities: <ul style="list-style-type: none"> <li>- On-site Includes the following services provided in the EJIE cloud: <ul style="list-style-type: none"> <li>• Email (MS Exchange)</li> <li>• Collaboration spaces (MS SharePoint) in de-provisioning phase</li> </ul> </li> <li>- Cloud SaaS It also provides the possibility to hire different Office 365 plans provided directly in the Microsoft cloud. <ul style="list-style-type: none"> <li>• Exchange On-line</li> <li>• Office365 Enterprise E1</li> <li>• Office365 Enterprise E3</li> </ul> </li> </ul>
<b>Security operations centre service</b>	This service provides a Security Operations Centre that provides a set of solutions (threat and vulnerability management, SIEM, EDR, digital vigilance and CSIRT) that makes it possible to: <ul style="list-style-type: none"> <li>- Proactively prevent risks that may compromise the security of the infrastructure</li> <li>- Identify and analyse vulnerabilities in the infrastructure</li> <li>- Mitigate vulnerabilities in the infrastructure</li> <li>- Detect, identify, neutralise and respond to security threats</li> <li>- Monitor and analyse network endpoints for the purposes of preventing and detecting security threats</li> </ul>
<b>BDaaS platform - Big data as a service</b>	The BDaaS service is a multi-tenant big data platform that makes it possible for entities subscribed to the service enjoy the following features and functionality: <ul style="list-style-type: none"> <li>- It is a flexible platform that can adapt to users' needs because it is scalable in terms of both the number of services and storage.</li> <li>- It is a solution that can evolve and be adapted according to the needs of the consumers of the platform.</li> </ul> <p>In addition to the size of the data, the quality, processing and what value should be obtained from the data are taken into account.</p>



## 4.7 Users

All the services in the catalog include user support, identity and access management, and standard security monitoring defined for each service when they are hired.

The following services and promotions are also provided.

Service	Definition
<b>Identity and access management (IAM)</b>	<p>The primary goal of the identity and access management service, hereinafter the IAM service, is to establish the guidelines for identity governance in the services EJIE provides to entities that consume or administer convergent services.</p> <p>The following typologies of service are provided:</p> <ul style="list-style-type: none"> <li>- Administrator identities <ul style="list-style-type: none"> <li>▪ They are administrative identities or ones that have some kind of privilege that can be granted to any person who can administer a convergent service globally or partially: <ul style="list-style-type: none"> <li>▪ Authorised users from entities</li> <li>▪ Support users (systems)</li> <li>▪ Technical assistance (development)</li> <li>▪ Ejie</li> </ul> </li> </ul> </li> <li>- Managed Identities <ul style="list-style-type: none"> <li>▪ They are always consumption identities that allow consuming convergent services.</li> </ul> </li> <li>- Cloud Identities <ul style="list-style-type: none"> <li>▪ They allow access to cloud applications or services, which may be services provided in convergence or an entity's own cloud services.</li> </ul> </li> </ul>
<b>User Service</b>	<p>The user service provides support for users (human capital) of the companies, providing value, trust and reliability. We have staff, technology and processes prepared and oriented specifically to help people with their day-to-day relationship with technology, creating security among the members of the team and fostering trust in the tools used every day for business processes.</p> <p>Its goal is to be the single point of bilingual contact for resolving or managing incidents that are generally circumscribed by the IT sphere, although it is possible to create AD-HOC definitions for certain processes. (employees (B2E), consumers (B2C), professionals (B2B))</p>

## 4.8 Other services

These services cannot be put in other lines. They are generally created from individual projects that have been consolidated into services after the fact.

Likewise, this line includes custom services designed and created by EJIE to meet the particular needs of a client entity in a given period of time.

EJIE provides the following services in the Other services line:

Service	Definition
<b>Custom services</b>	<p>Custom services include all services associated with the particular needs of a client that cannot be met by other services in the catalog. They are created specifically for that client entity and they are withdrawn once their service period ends.</p> <p>If a custom service can be reused, the EJIE Management, with support from others, will evaluate whether it should be included in the service catalog.</p>

## 5 Service Sheets

A descriptive sheet has been included for every service provided to client entities to better delimit the scope of action in order to set out the basic aspects that characterise the service.

There is a brief description of each field on the service sheets below:

- **Service name:** Name of the service described on the sheet
- **Service line:** Logical group or line the service on the sheet belongs to
- **Person responsible:** The person in charge of the assigned service and their contact email
- **Client:** Bodies or entities that can request or hire the service
- **Definition:** Brief description of the service, similar to the previous section of the document
- **Characteristics:** Basic aspects that define the service including basic conditions for providing the service and support for it
- **Service typologies:** List and definition of the typologies of the service, if available
- **Service offer:** List and definition of the offer to which the service subscribes, if available

## 5.1 Technical Assistance and Consulting

SERVICE SHEET	
<b>Service name</b> Technical Assistance	<b>Service line</b> Technical Assistance and Consulting
<b>Person responsible</b> Juanjo Villa jj-villa@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<b>Definition</b> The goal of the Technical Assistance service is to provide specialised personnel to EJIE clients based on the needs they specify.	
<b>Characteristics</b> <ul style="list-style-type: none"> <li>- Internal or external staff with suitable qualifications are assigned for Technical Assistance or consulting duties in accordance with the IT needs expressed by the client.</li> <li>- Functional analyses are carried out for designated projects.</li> <li>- Management and quality control for certain projects, activities and processes</li> <li>- Support for implementing information systems</li> <li>- Development project management for EJIE engagements</li> <li>- Collaboration on IT planning for the corresponding department or body</li> <li>- Technical interlocutor for inter-departmental or inter-institutional collaboration when required</li> <li>- Analyse situations and progress forecasts for a department or body and identify and contribute proposals for suitable technological solutions</li> <li>- All commitments are considered to be billable, except:               <ul style="list-style-type: none"> <li>o Maternity leave</li> <li>o Leave with TD (acknowledged temporary disability)</li> <li>o Vacations and leave permits</li> <li>o Union hours</li> <li>o (Overtime should be zero, barring exception. If overtime is billed it must be neutral and, consequently it will be paid, when the hours are worked or compensated.)</li> </ul> </li> </ul>	
<b>Service Typologies</b> This service does not have any service typologies.	

SERVICE SHEET	
<p><b>Service name</b> Consulting</p>	<p><b>Service line</b> Technical Assistance and Consulting</p>
<p><b>Person responsible</b> Aritza Iratzagorria a-iratzagorria@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<p><b>Definition</b> The Consulting service includes committing EJIE's expert staff in different fields (infrastructures, projects, security, definition of standards) to analyse clients' needs and provide solutions and associated action plans.</p>	
<p><b>Characteristics</b></p> <ul style="list-style-type: none"> <li>- Comparative market studies for selecting technological solutions</li> <li>- Agreement to determine project deadlines, costs and quality</li> <li>- Specialized advising on information systems, technologies and tools</li> <li>- Preparation of Technical Specifications and Contract Proposals</li> </ul>	
<p><b>Service Typologies</b></p> <ul style="list-style-type: none"> <li>- <b>Analysis:</b> The service includes doing an analysis of the situation and providing a set of guidelines to solve the problem.</li> <li>- <b>Analysis + Options study:</b> The project will carry out an analysis of the current situation and provide a description of available options for solutions to the problem.</li> <li>- <b>Analysis + Study of Options + Planning the Option:</b> The project will carry out an analysis of the current situation as well as a study of the available options, including an action plan that includes the actions to be taken to implement the chosen solution.</li> <li>- <b>Analysis + Study of Options + Planning the Chosen Option + Execution of a Pilot or Proof of Concept:</b> An analysis of the current situation is included in addition to identifying and planning the implementation of the solution chosen and creating a pilot that verifies the suitability of the solution.</li> </ul>	

## 5.2 Communications

SERVICE SHEET	
<b>Service name</b> WAN Connectivity	<b>Service line</b> Communications
<b>Person responsible</b> Josu Bagazgoitia j-bagazgoitiasaez@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> <p>The goal of the WAN Connectivity service is to meet all kinds of data transmission needs between EJ/GV buildings. Management and hiring of external services for the infrastructure implementation works required for each client will be centralised.</p>	
<b>Characteristics</b> <p>The telecommunications services requested will let EJ/GV and the other bodies meet the following basic goals:</p> <ul style="list-style-type: none"> <li>- Establish adequate means of transmission for efficient corporate communications between EJ/GV offices and entities to be possible.</li> <li>- Establish adequate means of transmission for private connections for different kinds of services to be possible.</li> <li>- Create the tools and mechanisms for monitoring and managing the services hired at all levels involved that make the maximum level of action for the EJIE technical services and absolute control possible.</li> <li>- Guarantee maximum levels of efficiency, quality, privacy and security of all communications in their totality at all times.</li> </ul>	
<b>Service Typologies</b> <p>The service typologies entities may hire are shown below:</p> <ul style="list-style-type: none"> <li>- SDWAN</li> <li>- MPLS (standard/encrypted)</li> <li>- Dark fibre</li> <li>- Optical service (standard/encrypted)</li> <li>- Private connection to public cloud service</li> <li>- Other (4G/5G, asymmetric VPN-IP)</li> </ul> <p>The following service requests can be made with the Passive WAN Infrastructure service:</p> <ul style="list-style-type: none"> <li>- Service subscription</li> <li>- Time event subscription</li> <li>- Move the service to a new or existing building</li> <li>- Modify the service</li> <li>- Unsubscribe from the service</li> <li>- Request a specific service report</li> </ul> <p>In addition, monitoring the building's electrical consumption can be requested with these services.</p>	
<b>Rates</b> <p>The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a></p>	

SERVICE SHEET	
<b>Service name</b> Managed SMS	<b>Service line</b> Communications
<b>Person responsible</b> Josu Bagazgoitia j-bagazgoitiasaez@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>SMS service can be provided to public sector entities and bodies that want to subscribe can be provided with the Managed SMS Service. The service has the following characteristics:</p> <ul style="list-style-type: none"> <li>- A guaranteed and exclusive (not shared) flow capacity of 200 SMS/second for each entity</li> <li>- The flow capacity can be expanded if needed for special campaigns.</li> <li>- It is based on two elements: <ul style="list-style-type: none"> <li>• A2P Messaging: Global SMS and MMS messaging solution. On one hand, it provides access for the remote client application to the message infrastructure so SMS and MMS can be exchanged. On the other hand, it manages the interfaces with the mobile network elements so messages can be transmitted and makes those interfaces transparent for clients.</li> <li>• MenTes: A software and services platform of associated IT that, operating on the A2P messaging service, expands and refines its functionality to adapt it to each entity's specific requirements.</li> </ul> </li> </ul>	
<p><b>Characteristics</b></p> <ul style="list-style-type: none"> <li>- Platform redundancy with active-active with access using 1 IP or 2 IPs. It has two platforms in two different geographic locations so that traffic can be taken on by the second one if one of the locations goes down or has degraded service. Both platforms (2 IPs) can optionally be accessed and traffic can be directed to one or the other at the discretion of every entity. Or a single entry point (1 IP) can be accessed and the provider is the one who balances traffic between the two platforms.</li> <li>- High level compliance with National Security Scheme</li> </ul>	
<p><b>Service Typologies</b></p> <p>The service is provided in a single typology called the Managed SMS Service.</p> <p><b>Technical Services Included</b></p> <ul style="list-style-type: none"> <li>- Domestic SMS: Users can sign-up with a long or short number</li> <li>- International SMS</li> <li>- Private connections</li> <li>- Tools available: <ul style="list-style-type: none"> <li>• Website with statistics and reports</li> <li>• Website for campaigns</li> </ul> </li> </ul>	
<p><b>Rates</b></p> <p>The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a></p>	

SERVICE SHEET	
<b>Service name</b> Voice	<b>Service line</b> Communications
<b>Person responsible</b> Josu Bagazgoitia j-bagazgoitiasaez@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>This service provides a VoIP platform that lets entities subscribed to the service provide the following features:</p> <ul style="list-style-type: none"> <li>- Make calls within the same entity</li> <li>- Make calls between entities using the service without going out to the public network</li> <li>- Make calls abroad (out-of-band using the unified public network)</li> <li>- Create a contact centre for call management (with agents and supervisors)</li> <li>- Manage calls using an operator station</li> <li>- Record Calls</li> <li>- Configure interactive response systems (IVR)</li> <li>- Configure voice mailboxes</li> <li>- Have access to platform use information: activity of extensions and call pricing</li> </ul> <p>The following issues were taken into consideration while designing this service:</p> <ul style="list-style-type: none"> <li>- Maximum interoperability with the technology users already have and that they may have in the future</li> <li>- Standards-based solution that guarantees continuity and sustainability</li> <li>- User-friendly</li> <li>- High availability</li> <li>- Scalability, the service should be prepared to grow according to demand</li> </ul>	
<p><b>Service Typologies</b></p> <p><b>VoIP</b></p> <p>This service allows these types of calls to be made:</p> <ul style="list-style-type: none"> <li>- Calls within the same entity</li> <li>- Calls between entities using the service without going out to the public network</li> <li>- Calls outside the entity (out-of-band using the unified public network)</li> </ul> <p>Depending on the options selected, clients may likewise have access to additional features:</p> <ul style="list-style-type: none"> <li>- Voicemail (includes personal operator system)</li> <li>- Call Recording</li> <li>- The following kinds of extensions are distinguished in this typology. <ul style="list-style-type: none"> <li>• Basic telephone extension</li> <li>• Advanced telephone extension (includes survival)</li> </ul> <p>In either case (basic or advanced extension), users can choose either one or both of the options below (additional features):</p> <ul style="list-style-type: none"> <li>- Voicemail (includes personal operator system)</li> <li>- Call Recording</li> </ul> </li> </ul>	

## Contact Center

This service lets users create a call management centre to distribute calls among agents depending on their skills and access reports with all call activity. It has the following characteristics:

- ACD: personalised distribution rules can be configured
- CTI: Integration with management applications, scripts, IVRs and developments through the MiContact Center Enterprise SDKs
- IVR: Incoming and out-going ASR and TTS support
- Predictive dialling: Progressive predictive dialling system with an interface for importing contacts
- Call Recording
- Reports: Immediate access to statistical information about contact centre activity with pre-designed reports. It also lets reports be customised on client request.
- Web App: For designing web applications, data forms and dynamic scripts integrated into the contact centre
- Flow design: Graphical tool that lets users program IVR applications, workflows and task automation
- Integrations with information systems and business processes for workflow automation
- Agent: Interface that replaces physical telephones and lets telephone interactions be managed
- Supervisor: Web interface for supervising and monitoring agents in real time that makes it possible to monitor and support the service agents are providing
- Administrator: Configuration and access interface that allows unified administration of the entire system
- Web-based configuration: Access to common contact centre configuration data including agents, service groups, skills and other things
- Possibility of redundancy (if contact centre agents are associated with survivable extensions and there is local replication of contact centre services)

## Operator Station

With this service calls can be managed and distributed using an application installed on a computer. Its main features are:

- Phone book access (global and by entity)
- Customizable interface (colours, thresholds, shortcuts, ...)
- Functions via keyboard shortcuts
- Making calls and other mouse or keyboard operations
- Detailed information about incoming calls
- Information about the status of the platform extensions
- Queues can be viewed
- Real-time and historical reports

## Access to Public Telephony Network

### ❖ Landline Telephony

This service allows interconnection to the Public Telephone Network. Its main features are:

- Analog line (RTB): multi-frequency dialing, call waiting, three-way calling, call forwarding, ...
- Basic access ISDN: multiple numbering with direct incoming dialing, call waiting, call forwarding...
- Primary access ISDN: multiple numbering with direct incoming dialing, call waiting, call forwarding, ...
- NGN access (SIP Trunk): multiple numbering with incoming direct dialing, codecs G.711a, G729a, G729ab, T.38,.
- Direct DDI number: direct number for ISDN and NGN dial in.
- Reverse charge number (900 – 800)
- Shared costs number (901)
- Shared costs number (902)
- 0xy number
- 1xy number

For entities that have emergency equipment and interconnection to the Public Telephony Network, if they wish, they can have the previous services with a second Operator for greater redundancy.

## Rates

The rates are updated in [Annex I: Current rates that will be applied to orders](#)



SERVICE SHEET	
<b>Service name</b> Mobile communications	<b>Service line</b> Infrastructures
<b>Person responsible</b> Fernando Ruiz Marroquín fernando-ruiz@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> The service seeks to guarantee that all managed and secure mobile communications needs (voice, data, SMS, MMS, RCS, VPN, EMM, LBS, M2M, etc.) for the sectorial networks, organizations, and public entities of the Basque Country are satisfied.	
<b>Characteristics</b> The service has the following general characteristics: <ul style="list-style-type: none"> <li>- The services make it possible for all the mobile communications needs (voice, data, SMS, MMS, RCS, VPN, EMM, LBS, M2M, IoT, etc.) for the sectorial networks, organizations and public entities of the Basque Country to be satisfied.</li> <li>- Interconnection with existing private voice switching infrastructure, through which the traffic to and from corporate land lines will flow is provided. The network infrastructure with which the provider will provide this service must obligatorily be supported by physical means based on ground infrastructure.</li> <li>- Private interconnection for data transmission with sectorial networks or entities</li> <li>- Quality coverage with capacity that is suitable for business needs in the entities' buildings</li> <li>- Various types of mobile terminals (individual user, mobile office etc.) will be provided for purchase or lease</li> <li>- Accessories for mobile terminals will be provided</li> <li>- Management at all levels</li> <li>- Security management, including production devices, widely used corporate and public applications, users' work procedures, statistical forensic analysis and active vigilance procedures.</li> </ul>	
<b>Service Typologies</b> <ul style="list-style-type: none"> <li>- Public network interconnection services</li> <li>- Private network interconnection services</li> <li>- RPV interconnection services</li> <li>- Basic services</li> <li>- Supplementary services</li> <li>- Virtual switchboard</li> <li>- Location Based Services</li> <li>- Traffic prioritization</li> <li>- Satellite Communications</li> <li>- Metered services</li> <li>- Mobile terminals</li> <li>- Mobile VPN Management</li> <li>- EMM management</li> </ul>	
<b>Rates</b> The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a>	

SERVICE SHEET	
<b>Service name</b> Browsing	<b>Service line</b> Communications
<b>Person responsible</b> Josu Bagazgoitia j-bagazgoitiasaez@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> <p>This service provides entities with a web browsing service with the following functionalities depending on the typology of the service hired.</p> <ul style="list-style-type: none"> <li>- Safe internet access for people, teams and applications in the organisation</li> <li>- Safe internet access for people outside the organisation</li> <li>- Web browsing filtering based on URL reputation and categorisation</li> <li>- Basic threat detection based on traditional anti-virus technology</li> <li>- Advanced threat detection based on sandboxing technology</li> </ul>	
<b>Characteristics</b> <p>The service is provided with the following characteristics implicit in its design:</p> <ul style="list-style-type: none"> <li>- Robustness: The service is provided with high availability and DR</li> <li>- Flexibility and Scalability: The service is prepared to take flexible configurations adapted to different needs and it can grow on demand</li> </ul>	
<b>Service Typologies</b> <p>The Web Browsing service is provided according to these service typologies:</p> <ul style="list-style-type: none"> <li>- Profile 1: Basic secure browsing</li> <li>- Profile 2: Basic secure browsing for portable devices</li> <li>- Profile 3: Advanced secure browsing for portable devices</li> </ul> <p>The specific characteristics of the different service typologies are described below.</p> <p><b>Profile 1: Basic secure browsing</b> This is a web browsing service in which users can browse with a basic level of security. It is a profile that is used by default on all the PCs in an entity.</p> <p><b>Characteristics</b></p> <ul style="list-style-type: none"> <li>- URL filtering based on categories, including specific security categories</li> <li>- URL filtering based on reputation</li> <li>- Selective SSL opening for HTTPS encrypted browsing analysis</li> <li>- File filtering by typology and categorisation</li> <li>- Flexible policies based on IPs, users, groups, etc.</li> <li>- Real time content analysis</li> <li>- Antivirus analysis (double engine antivirus software for known malware with reputational information)</li> <li>- Customisable and standard use reports</li> </ul> <p><b>Pre-requisites</b></p> <ul style="list-style-type: none"> <li>- A device connected to the entity's network and that the software used for connecting to the internet supports explicit proxy All web browsers support explicit proxy, but there may be certain software applications that do not allow using a proxy.</li> <li>- For devices that do not meet the previous requirement, the viability of their access to the service will be analysed using the transparent alternative proxy.</li> </ul>	

### Profile 2: Basic secure browsing for portable devices

This is a web browsing service where users can browse with a basic level of security. Furthermore, they have access to the browsing service when they are outside their workplace without a connection to a corporate network (roaming) through centralised security elements. It is a profile geared towards users who have a portable device and they use it to browse using a network not belonging to the entity (connecting from a private home, for example).

#### Characteristics

URL filtering based on categories, including specific security categories

- URL filtering based on reputation
- Selective SSL opening for HTTPS encrypted browsing analysis
- File filtering by typology and categorisation
- Flexible policies based on IPs, users, groups, etc.
- Real time content analysis
- Antivirus analysis (double engine antivirus software for known malware with reputational information)
- Customisable and standard use reports

#### Pre-requisites

- A device connected to the entity's network and that the software used for connecting to the internet supports explicit proxy. All web browsers support explicit proxy, but there may be certain software applications that do not allow using a proxy.
- For devices that do not meet the previous requirement, the viability of their access to the service will be analysed using the transparent alternative proxy.
- Have specific software (agent) provided by EJIE that the entity will install on the devices using their standards and tools
- That software will be installed on a device with the following characteristics:
  - Windows Server 2008 R2 or higher
  - Windows 7 or higher
  - macOS 10.12 (Sierra) or higher
  - The agent software is not available for mobile devices (iOS or Android).

### Profile 3: Advanced secure browsing for portable devices

This is a web browsing service where users can browse with an advanced level of security and, furthermore, they have access to the browsing service when they are outside their workplace and do not have a corporate internet connection (roaming).

It is a profile geared towards users who have a mobile device and have special security needs (VIP profiles and similar).

#### Characteristics

- URL filtering based on categories, including specific security categories
- URL filtering based on reputation
- Selective SSL opening for HTTPS encrypted browsing analysis
- File filtering by typology and categorisation
- Flexible policies based on IPs, users, groups, etc.
- Real time content analysis
- Antivirus analysis (double engine antivirus software for known malware with reputational information)
- Customisable and standard use reports
- Antivirus analysis: advanced malware solution using heuristic analysis capacities and behaviour analysis to prevent zero day malware attacks.
- Sandboxing analysis

#### Pre-requisites

- A device connected to the entity's network and that the software used for connecting to the internet supports explicit proxy. All web browsers support explicit proxy, but there may be certain software applications that do not allow using a proxy.
- For devices that do not meet the previous requirement, the viability of their access to the service will be analysed using the transparent alternative proxy.
- Have specific software (agent) provided by EJIE that the entity will install on the devices using their standards and tools
- That software will be installed on a device with the following characteristics:
  - Windows Server 2008 R2 or higher
  - Windows 7 or higher
  - macOS 10.12 (Sierra) or higher
  - The agent software is not available for mobile devices (iOS or Android).

#### Rates

The rates are updated in [Annex I: Current rates that will be applied to orders](#)

SERVICE SHEET	
<p><b>Service name</b></p> <p>Video conferencing services</p>	<p><b>Service line</b></p> <p>Communications</p>
<p><b>Person responsible</b></p> <p>Josu Bagazgoitia j-bagazgoitiasaez@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Description</b></p> <p>This video-conferencing and video management platform will let entities that join the service have access to the features below:</p> <ul style="list-style-type: none"> <li>- Hold video-conferences between people from the same entity, different entities or external entities. Those users may join a video-conference using any device that meets the requirements (desktop, mobile, tablet VoIP, conventional phone or a specifically equipped room).</li> <li>- Record audio and video of video-conferences</li> <li>- View content broadcast live or on demand</li> <li>- Advanced audiovisual content editing</li> </ul>	
<p><b>Characteristics</b></p> <p>Some use cases for the service can be:</p> <ul style="list-style-type: none"> <li>- Holding periodic follow-up meetings involving several of the organisation's offices</li> <li>- Working on a document from several locations</li> <li>- Recording a videoconference session so it can be watched later (for training or legal purposes)</li> <li>- Broadcasting a training course live</li> <li>- Making courses or other content available to users so it can be consumed on demand</li> </ul> <p>The following issues were taken into consideration while designing this service:</p> <ul style="list-style-type: none"> <li>- Maximum interoperability with the technology users already have and that they may have in the future</li> <li>- Standards-based solution that guarantees continuity and sustainability</li> <li>- User-friendly</li> </ul> <p>Scalability, the service should be prepared to grow according to demand</p>	
<p><b>Service Typologies</b></p> <p><b>Videoconferencing and Video Management</b></p> <p>This typology of service lets people from the same entity and people from different entities that subscribe to the service have videoconferences. It is also possible to include people from external entities in the sessions. Users can join a videoconference using any device that meets the requirements (desktop, mobile, tablet, VoIP, conventional phone or specifically equipped room).</p> <p>Using the recording functionality it is possible to capture video from a videoconference that is being handled by the video platform or other content generated by users, for example video from a webcam. Audiovisual content can be edited and organised with the video content manager.</p> <p>Insofar as viewing content, content can be played in the following on demand or live broadcast modalities.</p> <ul style="list-style-type: none"> <li>- In relation with videoconferencing: <ul style="list-style-type: none"> <li>• Point to point and multi-point videoconferencing</li> <li>• Including any device that meets the standards in the session</li> <li>• Incorporating Microsoft corporate collaboration tools (Skype, Lync)</li> <li>• Incorporating Microsoft corporate email platforms (Exchange)</li> </ul> </li> </ul>	

- Incorporating corporate telephone platforms
- Creating virtual meeting rooms
- Scheduling meetings
- Directories to make marking more agile
- Sharing content during the session
- 1080p HD video quality
- Integration with existing videoconferencing solutions
- Security policies for accessing the service can be used
- In regards to recording:
  - Access to recording using corporate credentials
  - Point to point or multi-point videoconference recording
  - 1080p @ 30 fps recording quality
  - Virtual recording studio creation
  - Supports leading standards (WMV, MP4)
  - Video capture from:
    - Studio equipment with H.323/SIP standards
    - From Microsoft platforms (Lync or Skype for Business)
    - From WebRTC
- Insofar as the video management portal:
  - Access to the content management portal using corporate credentials
  - Web interface for uploading, downloading or editing content
  - Audiovisual content search by creator or keyword
  - Ratings or comments can be included with the videos
  - User roles can be created (administrator, read-only, validator, etc.)
  - Publishing and shared use of recording in public or private channels
  - Content access policy configuration
  - Links to content can be sent via email
  - Video labelling and categorisation
  - Attached documents related with the audiovisual content can be created to help or complement the video
  - Compatible with the main video formats (WMV, MP4)
  - HTML5 and Flash compatible player built-in
  - Basic content editing (subtitles, watermarks, etc.)
  - Advanced content editing (pre and post cut, division, superimposition)
  - Event organising
  - A validity date for a video can be created
  - Content encryption
  - Can be integrated with third party applications
  - Unicast and multicast streaming
  - 1080p play quality
  - Content backup

#### Rates

The rates are updated in [Annex I: Current rates that will be applied to orders](#)

SERVICE SHEET	
<b>Service name</b> LAN and WiFi connectivity management	<b>Service line</b> Communications
<b>Person responsible</b> Josu Bagazgoitia j-bagazgoitiasaez@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Description</b> The goal of the LAN and WiFi connectivity management service is to update existing infrastructures of the entities in addition to providing any new infrastructure that may be necessary. In addition, the service includes the internet access requested by the entities.	
<b>Characteristics</b> The LAN and WiFi Connectivity Management service includes: <ul style="list-style-type: none"> <li>- Updating existing infrastructure in the entity's buildings and offices</li> <li>- Providing and installing LAN and WLAN service in the entity's offices or buildings</li> <li>- Infrastructure tasks to integrate the offices into the entity's existing network</li> <li>- Custom infrastructure projects</li> <li>- Providing internet access to various entities</li> </ul>	
<b>Service Typologies</b> <b>Passive/LAN/WiFi infrastructure</b> <ul style="list-style-type: none"> <li>- This service consists of deploying a building's passive infrastructure, which is understood as the material and services needed for the structured cabling (both fibre-optic and UTP), cabling and providing and installing racks. In addition, network electronics and other material and services needed for building the wired and wireless LAN networks (WiFi solutions) will be deployed and its commissioning will be guaranteed. That includes installing switches, antennas, WiFi controllers, doing coverage tests and service tests to build the designated local networks.</li> </ul> <b>Local Office Internet Access</b> <ul style="list-style-type: none"> <li>- The goal of this service is to provide local internet access in the buildings for which it is requested.</li> </ul>	
<b>Rates</b> The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a>	

SERVICE FILE	
<b>Service name</b> Secure Remote Connection	<b>Service line</b> Communications
<b>Person responsible</b> Josu Bagazgoitia j-bagazgoitiasaez@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Information Technology and Telecommunications Directorate</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Description</b> <p>This service is for providing secure remote connections that make secure remote access to any entity's network on the internet possible based on authentication and encryption. With the current growth in remote work, this service provides adhered entities with a security strategy.</p>	
<b>Characteristics</b> <ul style="list-style-type: none"> <li>- Data confidentiality, integrity and availability</li> <li>- Specific secure network access for authorised remote users</li> <li>- Integration with multi-factor authentication systems</li> <li>- Flexible (ACL type) access with minimal management based on profiles (for example AD groups) and based on individual identities for users</li> <li>- Connection logging and auditing</li> </ul>	
<b>Service typologies</b> <p><b>P1 Remote Access (VPN-SSL)</b></p> <ul style="list-style-type: none"> <li>- This service is aimed at on-premise end users who need to make secure remote connections (VPN – Virtual Private Network) to applications and information stored on an entity's internal servers.</li> </ul> <p><b>P3 Remote Access (Site2Site VPN)</b></p> <ul style="list-style-type: none"> <li>- The connections to the entity's tenant are made with this service. It is a service that is implicit in the tenant and is associated with the hosting service.</li> </ul>	
<b>Rates</b> <p>The rates are updated in Annex <a href="#">I: Current rates that will be applied to orders</a></p>	

## 5.3 Infrastructures

SERVICE SHEET	
<b>Service name</b> Housing	<b>Service line</b> Infrastructures
<b>Person responsible</b> Eneko Saez de Asteasu e-asteasu@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> <p>This service provides physical space and facilities for incorporating a client's own infrastructure elements in the EJIE DPC. In addition to physical space, electrical connections, climate control, internet connection, installation and deinstallation, recycling and remote hand options and backup tape storage are provided.</p>	
<b>Characteristics</b> <p>The Housing service seeks to meet the following goals:</p> <ul style="list-style-type: none"> <li>- Provide physical space for warehousing client infrastructure</li> <li>- Provide suitable electrical power and climate</li> <li>- Fire extinguishing system</li> <li>- Differentiated communications provider access from the DPC room</li> <li>- Room access management (on-site security and closed circuit surveillance cameras)</li> <li>- Cabling services (8 x 5)</li> <li>- Installation and de-installation (8 x 5)</li> <li>- Recycling removed elements (8 x 5)</li> <li>- Optional communications connection if hired as an option</li> <li>- Optional VPN connection for external access to the systems for administration</li> <li>- Supply and installation of cabinets (secure or not) (8 x 5)</li> <li>- Storage space for stock of parts</li> <li>- Remote eyes and hands (24 x 7)</li> <li>- DPC moving project from the remote location to the EJIE DPC</li> <li>- Visual check of the alarm status of the devices</li> <li>- Managing and storing backup tapes (24 x 7)</li> </ul>	
<b>Service Typologies</b> <p>The Housing service does not include any service typology</p>	
<b>Rates</b> <p>The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a></p>	



SERVICE SHEET	
<b>Service name</b> laaS	<b>Service line</b> Infrastructures
<b>Person responsible</b> Javier Cela j-cela@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> <p>The service consists of providing an agile model of information technologies that prioritises speed and flexibility in an infrastructure as a cloud service (cloud laaS) modality.</p> <p>It is a Cloud with hybrid interoperability based on automated Infrastructure and secure application segmentation that is conceived to provide IT services to the Basque Government, Autonomous Bodies (AB) and other Entities of the Basque Public sector.</p> <p>The laaS service can be internally fed by Public Cloud services in a way that is transparent for clients.</p> <p>The laaS service is deployed on the “Batera” convergence Data centre infrastructure. It is a Data centre with two sites (DCPs) that makes it possible to provide a high availability service. In a contingency scenario, service will be provided from the secondary site without needing any public or private addressing changes from where the service is provided, URL changes or client modifications, etc. The Vitoria-Gasteiz DPC is considered to be the main site and it houses all the functionality:</p> <ul style="list-style-type: none"> <li>• High availability mechanisms are implemented for all possible layers at this site (energy, climate control, infrastructure, cabling, communications provider access, middleware, applications, etc.) Single points of failure are avoided.</li> <li>• In normal operation this is the only site that has active loads.</li> </ul> <p>The role of the Erandio DPC is to be a secondary and DR (disaster recovery) site.</p> <ul style="list-style-type: none"> <li>• A synchronised stand-by replication of the virtual machines is maintained at this site.</li> <li>• The infrastructures at this site do not generally have HA mechanisms.</li> <li>• The site is also used to host a second copy of the backup copies.</li> </ul> <p>The interconnection between the two sites are dedicated redundant operator lines. Every site also has its own redundant connection to each client's corporate network, which means there is access to their offices and buildings as well as the DPC. Likewise, internet access is also made redundant with two different operators.</p>	
<b>Characteristics</b> <ul style="list-style-type: none"> <li>- High Availability (HA) and Disaster Recovery (DR) Mechanisms</li> <li>- Self-service portal with automated Day 1 (Deployment) and Day 2 (Administration) operations</li> <li>- Direct connection with the client's existing environments and access networks, maintaining IP addressing.</li> <li>- Client services are exposed on the internet or private network</li> <li>- Security areas and micro-segmentation</li> <li>- Guaranteed multitenant isolation</li> <li>- IT operation following ITIL best practices</li> </ul>	
<b>Service Typologies</b> <p><b>Virtual Machine Service:</b> Capacity for providing computing, storage and networks, in addition to other basic associated resources so clients who hire the service can deploy their virtual servers and run software (operating systems, platforms and applications). The client does not manage or control the underlying cloud infrastructure. However, through the self-service portal (VRA) they can manage operating systems, storage and applications that have been deployed on the virtual servers that have been previously deployed through VRA and partially on networking components (e.g. firewalls).</p> <p>Service Scope Considerations</p> <ul style="list-style-type: none"> <li>- The laaS service is solely responsible for managing all the virtual servers for all the services provided with the Batera infrastructure, not just the ones explicitly included in laaS service subscriptions.</li> </ul>	

- All the services in the EJIE catalog are implicitly subscribed to this service for provisioning and supporting virtual machines with the same ANSs of this service.
- This service provides the same guarantees offered through the availability, continuity, capacity and security processes to all the services in the EJIE catalog that consume a virtual machine.
- The virtual servers available and the rates for them that appear in this quality plan for the service will be used to assign costs for any subscriptions to any other service in the EJIE catalog.

### Services Available

Type	Typical Usage	CPU	RAM	Storage	Backup	Availability level
A2X / Y	A2#: Standards critical apps.	2 - 16 vCPU	1 - 64 GB	A#X / A#Y: 20 - 1024 GB	Customizable granularity: with	High (DR protection)
B2Y B3Y / Z	B2#: Standard production apps. B3#: Standard low resources apps.	2 - 16 vCPU	1 - 64 GB	B1X / B # Y / B3Z: 20 - 1024 GB	Daily up to M-S with retention up to 1 month Monthly with retention up to one year	Standard (HA+ protection)
C3Y / Z	C3#: Development and testing environments	2 - 16 vCPU (* C4 max 2)	1 - 64 GB	C 20 - 1024 GB	Annual with retention up to 5 years	Non-production (HA- protection)
NAS1 / NAS2	-	n/a	n/a	1 - 9999 GB	Pd	High / Normal / Non-prod.
VOL1 / VOL2	-	n/a	n/a	1 - 1024 GB	Pd	High / Normal / Non-prod.

### Performance Profiles for Servers

Level	Containment CPU	RAM containment	Network (Tx)	Over subscription
#2	< 5%	< 3%	0 drops	1:4
#3	< 15%	< 6%	0 drops	1:6

### Storage Performance Profiles

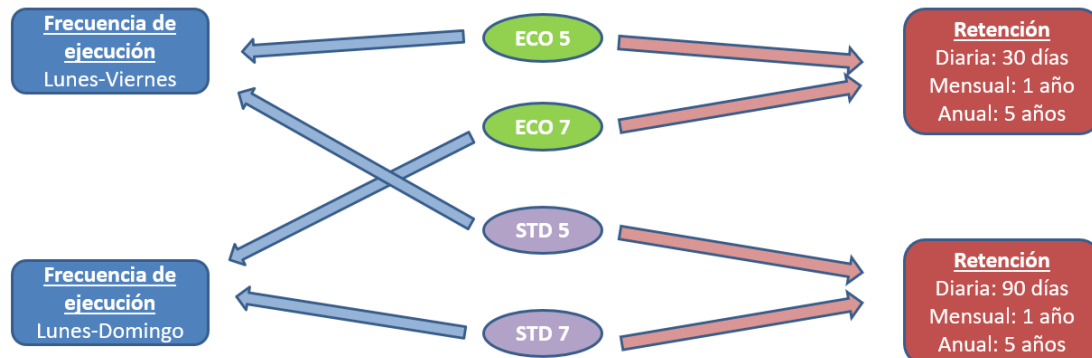
Level	Description	Response Time
##X	Fast	< 5 msg.
##Y	Standard	< 20 msg.
##Z	Basic	< 30 msg.

### Rates

The rates are updated in [Annex I: Current rates that will be applied to orders](#)

SERVICE FILE	
<p><b>Service name</b></p> <p>Zaintza Backup</p>	<p><b>Service line</b></p> <p>Infrastructures</p>
<p><b>Person responsible</b></p> <p>Javier Cela j-cela@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Information Technology and Telecommunications Directorate</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<p><b>Definition</b></p> <p>This is a managed backup service consumed by all clients whose information systems reside on BATERA, in addition to all clients who request it.</p> <p>This service provides clients with data protection by executing daily backup processes for their data. It can be used for protection as well as for restoring any lost or damaged data.</p> <p>ZAINZA is a service that lets clients externalise the backup process, including the repositories needed for copies, backup software, checking, administration, restoration and secure remote replication services for backups to alternative locations or the cloud to ensure availability and legal compliance.</p>	
<p><b>Service Typologies</b></p> <p><b>Zaintza</b> can be hired with the following service typologies.</p> <ul style="list-style-type: none"> <li>■ Backups on virtual servers at an infrastructure level with integration with the copy mechanisms of the virtualisation platforms</li> <li>■ Application level backups (Oracle, SQL, SAP), or file system, with backup application agent installation</li> </ul> <p><b>NOTE:</b> <i>Backups and data recovery stored on servers whose system administration is not done by the Technical Assistance teams managed by EJIE are not the responsibility of EJIE and, consequently, are outside the scope of the service level agreements. In those cases, EJIE will make their best effort to provide solutions for incidents in those environments.</i></p> <p><b>Virtual Server Backups</b></p> <ul style="list-style-type: none"> <li>■ Virtual server backups with virtual machine images integrated with the backup mechanisms of the virtualisation platforms</li> <li>■ Complete virtual server recovery that will replace the original server</li> <li>■ Granular file recovery with the original path or an alternate one</li> </ul> <p><b>Application and system file backups</b></p> <ul style="list-style-type: none"> <li>■ Backups with file system agent on Windows and Unix/Linux</li> <li>■ Agent-based backups for the following applications <ul style="list-style-type: none"> <li>Oracle</li> <li>SQL</li> <li>SAP</li> <li>Active Directory</li> <li>Exchange</li> <li>Documentum</li> <li>MySQL</li> </ul> </li> </ul>	

### Service Offer



### Service Hours

The Zaintza service will be operational 24x7.

### Execution window for backups

Time slot for executing backup processes

- Standard backup window: 8.00 pm to 6.00 am Monday to Sunday
- Archiving processes for databases: 6.00 am to 7.00 pm with a 2 hour periodicity
- Personalised backup window: by client request and validation by EJIE

Backup processes executed outside that window will not be subject to the service level agreements.

### Maintenance Windows

The following maintenance windows, during which the service will not be available, have been defined.

#### Pre-established Scheduled Maintenance

The scheduled maintenance window for the service will be every Thursday from 3.00 pm to 8.00 pm.

Notification will not be made for maintenance done in that time window. Every Thursday of the year the service will not be available during that time window.

The SLAs for the service will NOT be applied during scheduled maintenance.

#### Scheduled Maintenance

EJIE reserves the right to do scheduled maintenance when necessary outside the pre-established scheduled maintenance window.

In that event, notification will be made at least one week in advance.

The SLAs for the service will NOT be applied during scheduled maintenance.

#### Emergency Maintenance

EJIE reserves the right to do emergency maintenance when necessary outside the scheduled maintenance window. In that event, EJIE will make a reasonable effort to notify the primary interlocutor that maintenance will be done. All the SLAs for the service will be applied during emergency maintenance.

### Rates

The rates are updated in Annex I: [Current rates that will be applied to orders](#)

SERVICE SHEET	
<b>Service name</b> Storage (STaaS)	<b>Service line</b> Infrastructures
<b>Person responsible</b> Javier Cela j-cela@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> <p>This service provides managed storage for clients who request it. Depending on the kind of origin service that needs to access and consume this storage service, one kind of storage or another will be provided depending on several factors like access protocol, performance or capacity.</p> <p>This service provides clients with access to a data storage platform. It can be used for data transfers and redundant storage or to restore lost or damaged data.</p>	
<b>Characteristics</b> <p>The characteristics of this service are described in detail in the service typologies section. The typologies provided with this service are:</p> <ul style="list-style-type: none"> <li>- Shared NAS storage (CIFS and NFS)</li> <li>- Shared S3 storage</li> <li>- Block storage</li> </ul>	
<b>Service Typologies:</b> <b>Shared NAS storage (CIFS and NFS)</b> <p>This kind of storage is geared towards responding to the need to have a shared space for storing folders and documents accessible from applications and services that support the CIFS protocol (Windows) or the NFS protocol (Unix/Linux).</p> <p>The backup system for this storage typology is based in the snapshots with replication solution in the NAS enclosure kept in the backup data centre in Erandio and complies with the EJIE retention policies (31d/12m/5y). That makes it possible to give a maximum RTO of 2 hours and a maximum RPO of 10 minutes. The DR monitoring and management services are integrated by EJIE. There is replication between sites every 10 minutes with dedicated lines. Two simulations are done every year.</p> <p>All backups of the main site (EJIE), both CIFS ("previous versions") and NFS (snapshots), can be recovered autonomously and granularly.</p> <p>A standard or high performance disk can be chosen. Corporate Active Directory authentication integration is included.</p> <b>Shared S3 storage</b> <p>This kind of storage is oriented at responding to the need to have a shared space for storing documents that are accessible from applications that use the HTTPS/S3 protocol.</p> <p>The backup system for this storage typology is based in the snapshots with replication solution in the NAS enclosure kept in the backup data centre in Erandio and complies with the EJIE retention policies (31d/12m/5y).</p> <p>That makes it possible to give a maximum RTO of 2 hours and a maximum RPO of 10 minutes. The DR monitoring and management services are integrated by EJIE. There is replication between sites every 10 minutes with dedicated lines. Two simulations are done every year.</p> <p>A standard or high performance disk can be chosen.</p>	

Corporate Active Directory authentication integration is included.

#### **Block storage**

This kind of storage is provided directly to a physical server/cluster, typically to be assigned to a platform, for example databases, etc.

#### **\* Storage out of the scope of this service**

- **VSAN Storage:** This kind of storage is consumed directly by subscribers to the IaaS service or the Hosting service, because it is the native VMWare storage that is delivered when a server from the IaaS catalog of servers is hired.

#### **Rates**

The rates are updated in [Annex I: Current rates that will be applied to orders](#)

SERVICE FILE	
<p><b>Service name</b> Hosting</p>	<p><b>Service line</b> Infrastructures</p>
<p><b>Person in charge</b>  Iratxe Montoya i-montoya@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Information Technology and Telecommunications Directorate</li> <li>- Government Depts.</li> <li>- Autonomous Organisms</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>The Hosting service covers the global technological management of applications, computing, storage, networks and contingencies in a flexible way adapting to each business' needs.</p> <p>It covers the entire life cycle from the identification of the systems to be integrated into the Batera Cloud, through the definition and transition to the cloud and its operation and support once integrated.</p> <p>Different types of service are offered for each of the elements based on the architectures defined in each case. Therefore, the billing will be flexible based on the platforms/products consumed and the levels of support and operation selected.</p>	
<p><b>Characteristics</b></p> <p>The service depends on the infrastructure services (IaaS, BaaS) of the Batera Cloud. It is a Cloud with hybrid interoperability based on automated Infrastructure and secure application segmentation, conceived to provide IT services to the Basque Government, Autonomous Bodies (AB) and other Entities of the Basque Public sector.</p> <p>The service is deployed on the "Batera" convergence Data center infrastructure. It is a Data center with two sites (DPC) that allows us to offer a high availability service. In a contingency scenario, service will be provided from the secondary site without the need for any change of public or private address from where the service is provided, or change of URLs, changes in clients, etc...</p>	
<p><b>Types of Service</b></p> <p>The service is offered in three types according to its scope: <b>Basic Hosting, Medium Hosting and Advanced Hosting</b>. There is the possibility of complementing any Hosting service with a series of <b>Premium services</b> that will configure a personalized solution for the client.</p> <p><b>Basic hosting</b></p> <p>This option helps clients in their transition to the cloud. In addition to the platform, we take care of managing the virtual machines down to the operating system level including updates, which includes all provisioning, monitoring and troubleshooting tasks.</p> <p>This type of service is aimed at those clients who have autonomy to manage their information technology platforms, but who do not want to manage the infrastructure that supports these platforms.</p> <p>In addition to the services offered in the IaaS mode, the basic hosting includes specialized Technical Assistance available to collaborate in the management of incidents and problems that arise in the infrastructure and that the client's IT team cannot solve by itself.</p> <p><b>Medium hosting</b></p> <p>This service modality is aimed at those customers who want to maintain control of their own business applications, but who do not want to manage the standard platforms and products necessary for the proper functioning of their business applications, in addition to the management of the infrastructure already included in the Basic modality. It includes specialized Technical Assistance for inquiries and problems that may include scaling of the manufacturer.</p> <p>Our support teams will be in charge of managing and administering their main databases and products.</p>	

### Advanced Hosting

This modality is aimed at those clients who seek the **highest quality of service**. Our support teams will be in charge of fully managing and administering their main databases and products that support their business applications. It is based on a standardization of these business applications and their life cycle, maximizing availability and security. It also includes specialized Technical Assistance for inquiries and problems that can include scaling of the manufacturer, as well as the integral operation of its production systems 24x7. The client will have access to a management portal for interacting with the service, having global information and speeding up all the necessary procedures.

It includes hardware, software that can be offered on a pay-per-use basis, management tools and professional services.

### Service criticality

Within each of the typologies, there are variants that adapt to the **criticality of the systems** and that will be reflected in the infrastructures on which said systems are supported (architecture configuration, typology of servers, platforms and available products, Guarantees, SLAs).

As shown in the following table, each type of service can support system criticalities, helping the customer to select the optimal option that suits their needs.

Criticality Type	Mission critical	Critical	Less critical	Non-Critical
Advanced Hosting				
Medium Hosting				
Basic hosting				

- **Critical Mission:** those systems that are assumed essential for the contracting entity and to which maximum priority is given in the event of any contingency.
- **Critical:** those systems that are assumed important for the contracting entity.
- **Less Critical:** The remaining of production applications.
- **Non-Critical:** Development and testing environments, in short, non-productive environments.

Criticalities mark infrastructure-level configurations of systems as follows:

#### Mission critical

In order to provide this type of service, it is essential to distribute the **infrastructure** in the three available CPD locations (CPD EJIE zone 1, CPD EJIE zone 2 and CPD Erandio) covered by DR (Disaster Recovery) mechanisms with a fail-over to a secondary site. The type of Middleware, Backend, Operating Systems and Products will be limited to systems that can guarantee the requested requirements. We guarantee a deployment model with a minimum downtime.

In order to offer this service, the Client undertakes that in the event of a critical incident in said application, there will always be a contact person (24x7) willing to validate the resolution or provide information about said incident to ensure that there is no interruption from the escalation of the incident to Critical until it is considered resolved.

**The fundamental difference with Critical lies in the ANS and the order of startup in case of a Major Disaster, always prioritizing the Services under this type of contract.**

#### Critical

In order to provide this type of service, it is essential to distribute the **infrastructure** in the three available CPD locations (CPD EJIE zone 1, and CPD Erandio) covered by DR mechanisms with a fail-over to a secondary site. The type of Middleware, Backend, Operating Systems and Products will be limited to systems that can guarantee the requested requirements. We guarantee a deployment model with a minimum downtime.

In order to offer this service, the Client undertakes that in the event of a critical incident in said application, there will always be a contact person (24x7) willing to validate the resolution or provide information about said incident to ensure that there is no interruption from the escalation of the incident to Critical until it is considered resolved.

#### Less critical

In order to provide this type of service, it is essential that the distribution of the **infrastructure** has no HA commitments from a platform point of view, but does so from an infrastructure point of view. The type of Middleware, Backend, Operating Systems



and Products will be limited to systems that can guarantee the requested requirements. We guarantee a deployment model with a minimum downtime.

In order to offer this service, the Client makes sure that in the event of a priority incident in said application, there will always be a contact person during working hours willing to validate the resolution or provide information about said incident to ensure that there is no interruption from the escalation of the incident until it is considered resolved.

### Non-Critical

Criticality model associated with non-productive environments.

The following table lists the services offered, grouped by categories based on their scope and their application to the different types of Hosting Services:

Scope of services	Basic	Medium	Advanced	Premium	Description	Requirements/conditions
<b>Common: applied in general to all typologies</b>						
Tenant construction	✓	✓	✓		EJIE has the necessary infrastructures to host and manage the IT of the entities that require it.	Depending on the size and structural needs of the entity, a specific Tenant will or will not be generated
Self-service portal according to an Automated catalogue (Antivirus, DNS, Infrastructure, IPAM, Linux, Windows, Backup Policy...)		✓	✓		VRA portal that allows autonomous management by the entities themselves	Access to the Self-Service Portal will be restricted to users with permissions assigned specifically for its use.
Portal for the management and operation of your systems in 12x5	✓	✓	✓		Through the ITSM corporate tool, incidents and requests will be supported	
Infrastructure availability guarantee	✓	✓	✓		According to the service levels offered (section 3.9)	
Operation: Server stop, start and restart	✓	✓	✓		Basic tasks performed in 24x7 by the Operation teams	
Operation: Server Backup and Restore		✓	✓		Backup and Restore tasks in 24x7 by the Operation teams	
Operation: Operational Management of Platforms	✓	✓	✓			
Operation: Operational Product Management		✓	✓			
Operation: Application Alarm Management	✓ (*)	✓ (*)	✓			The entities must provide the specific alarms, the associated thresholds and the corresponding action plans. (* ) In the case of Basic and Medium Hosting this service is offered by Gertu.

Scope of services	Basic	Medium	Advanced	Premium	Description	Requirements/conditions
<b>Security: OS Vulnerability Management, Anti-Virus, Databases, Products, Audits</b>						
Vulnerability Management: Operating System Update	✓	✓	✓			
Vulnerability Management: Antivirus Security Update	✓	✓	✓			
Vulnerability Management: Security Update for Databases and Products		✓	✓			
Security Management: Monitoring of Customer Audits			✓ (1)	✓		(1) In the event that EJIE identifies any Security problem that may have significant implications, it will unilaterally carry out the audits and take the necessary corrective measures, including it within the service.
<b>Availability and continuity: guarantees and availability management, business continuity, operation, incident management</b>						
Availability guarantee according to Catalog: Databases and Product		✓	✓			
Availability guarantee of Critical Platforms and Applications/Systems			✓			
Availability management of out-of-catalog product				✓		
Business continuity Disaster/Recovery Infrastructure: Compliance with RTO by Service and/or Information System		✓	✓			
Business continuity Disaster/Recovery Infrastructure: Compliance with and RPO by Service and/or Information System		✓	✓			
Business continuity Disaster/Recovery Infrastructure: Design and execution of Business continuity Plan			✓	✓		
Continuous operation service in 24x7		✓	✓			
Access to the severe incident management service 24x7		✓	✓			

Scope of services	Basic	Medium	Advanced	Premium	Description	Requirements/conditions
<b>Management: Configuration, capacity, events, changes and deployments</b>						
Capacity management according to Hosting level	✓	✓	✓			
Configuration management: CMDB	✓	✓	✓			
Configuration Management: Discovery	✓ (2)	✓	✓			(2) This service will be provided with a specific scope, usually at the level of Operating System and Infrastructure
Configuration Management: Advanced Discovery (Service Modeling)	✓ (2)	✓	✓			(2) This service will be provided with a specific scope, usually at the level of Operating System and Infrastructure
Events management	✓ (2)	✓	✓			
Management of changes and deployments: The client can deploy according to service/environment/Blackout		✓				
Management of changes and deployments: Requested by the client. Planning and execution via Batera			✓			
Process execution automation: Periodic processes		✓	✓			
Process execution automation: Aperiodic processes		✓	✓			
TAM/Service manager assigned to the client: Internal dedicated resource during working hours		✓	✓			
<b>Timetable: infrastructure, other services</b>						
Service Management Hours: Working Hours, 12x5	✓	✓	✓			
Service hours: 24x7	✓ (2)	✓	✓			(2) This service will be provided with a specific scope, usually at the level of Operating System and Infrastructure
<b>Expert Support: General guidance, System Failure, Inactive Systems</b>						
Expert Support: General guidance	✓	✓	✓			
Expert Support: System Failure	✓ (2)	✓	✓			(2) This service will be provided with a specific scope, usually at the level of Operating System and Infrastructure
Expert Support: Production system failure	✓ (2)	✓	✓			(2) This service will be provided with a specific scope, usually at the level of Operating System and Infrastructure
S.A.U.				✓		Offered as a Premium Service for any type of Hosting Basic service offered from the

						CAU in BATERA
Scope of services	Basic	Medium	Advanced	Premium	Description	Requirements/conditions
<b>Monitoring:</b> Servers, performance, business impact, System, End-User experience, transaction						
Server Monitoring	✓	✓	✓		Servers will be monitored for availability and continuity, including OS	24*7 monitoring by default, alarm management
Monitoring: Platforms		✓	✓		Standard monitoring associated with each of the standardized platforms that are designed/established in the Hosting implementation process.	Applicable to those Platforms that are standardized in EJIE
Monitoring: Products		✓	✓		Standard monitoring associated with each of the standardized Products that are designed/established in the Hosting implementation process.	Applicable to those Products that are standardized in EJIE
Monitoring: Application Performance			✓	✓	Monitoring the performance of the <b>application</b> at the level of CPU consumption, memory, access times	The resources necessary for the application must be determined in advance, as well as the parameters associated with access times,... with regards to the application.
Monitoring: End-user experience			✓	✓	Advanced application monitoring and performance analysis tools.	The premium would apply to Advanced Hosting other than Mission Critical. Dynatrace ... only applicable to Advanced Hosting Mission Critical
Monitoring: Load testing			✓	✓	Executable upon client request	By default applicable to Advanced Hosting, which can be requested as a Premium service for Medium Hosting.
<b>Billing:</b> Billing periods, rate items.						
Monthly billing	✓	✓	✓		Default billing	
Billing: On demand				✓	Billing associated with contracted Premium Services in addition to the Hosting Service	

**\*\* The Hosting service provided by EJIE does not include: Custom software debugging or Code development**

Below is the table of standardized/normalized products and platforms, based on criticality and hosting typology:

				Mission critical	Critical	Less critical	Non-Critical
Advanced Hosting	Infrastructure	S.O.	Red Hat Enterprise Linux	✓	✓	✓	✓
			Windows Server	✓	✓	✓	✓
			CentOS	✗	✗	✓	✓
			Ubuntu	✗	✗	✓	✓
	Platform	Backend	Oracle DB Single Instance	✗	✗	✓	✓
			Oracle DB RAC	✓	✓	✗	⚠(2)
			SQL Server Standalone	✗	✗	✓	✓
			SQL Server Always On	✓	✓	✗	⚠(2)
			MySQL	✗	✗	✓	✓
			MongoDB	✗	✓	✓	✓
		Middleware	WebLogic	✓	✓	✓	✓
			Apache	✓	✓	✓	✓
			Tomcat	✗	✗	✓	✓
			IIS	⚠(1)	✓	✓	✓
	Products	Moodle.	✗	✗	✓	✓	
		Lime Survey	✗	✗	✓	✓	
		SAP ECC	✗	✓	✓	✓	
		SAP PO	✗	✓	✓	✓	
		SAP BW	✗	✓	✓	✓	
		Liferay	✗	✓	✓	✓	
		Documentum	✗	✓	✓	✓	
		FME Desktop	✗	✓	✓	✓	
		ODI	✗	✓	✓	✓	
		OBIEE/OAS	✗	✓	✓	✓	
		Power BI	✗	✗	⚠(3)	⚠(3)	
	Applications	Client Applications	✓	✓	✓	✓	
	Medium Hosting	Infrastructure	S.O.	Red Hat Enterprise Linux	✓	✓	✓
Windows Server				✓	✓	✓	✓
CentOS				✗	✗	✓	✓
Ubuntu				✗	✗	✓	✓
Platform		Backend	Oracle Single Instance	✗	✗	✓	✓
			Oracle RAC	✓	✓	✗	⚠(2)
			SQL Server Standalone	✗	✗	✓	✓
			SQL Server Always On	✓	✓	✗	⚠(2)
			MySQL	✗	✗	✓	✓
			MongoDB	✗	✓	✓	✓

				Mission critical	Critical	Less critical	Non-Critical
Medium Hosting	Platform	Middleware	WebLogic	✓	✓	✓	✓
			Apache	✓	✓	✓	✓
			Tomcat	✗	✗	✓	✓
			IIS	⚠(1)	✓	✓	✓
	Products	Moodle.	✗	✗	✓	✓	
		Lime Survey	✗	✗	✓	✓	
		Lamp	✗	✗	✓	✓	
		Power BI	✗	✗	⚠(3)	⚠(3)	
	Applications			✗	✗	✗	✗
	Basic hosting	Infrastructure	S.O.	Red Hat Enterprise Linux	✓	✓	✓
Windows Server				✓	✓	✓	✓
CentOS				✗	✗	✓	✓
Ubuntu				✗	✗	✓	✓
Platform		✗	✗	✗	✗		
Products		✗	✗	✗	✗		

<p>✓ Application maintenance encompasses the integrated management and administration of the main databases and products that support these business applications, as well as the latter. This includes change and deployment management, 24x7 monitoring, comprehensive operation of your production systems 24x7, specialized Technical Assistance for queries and problems (including scaling to manufacturer). <b>In this sense it is essential to have an application maintenance service according to the selected Support level</b></p> <p>✓ Service provided</p> <p>✗ Service <b>NOT</b> provided</p> <p>⚠ Service with conditions, restrictions or partially provided:</p> <ul style="list-style-type: none"> <li>(1) High availability without session replication</li> <li>(2) In previous environments, the same configuration must be provided as in Production environments in order to manage incidents, tests, etc...</li> <li>(3) service in the cloud, EJIE is responsible for maintaining access to the service enabled.</li> </ul>	<p>IIS – Internet Information Server OSB – Oracle Service Bus OAS – Oracle Application Server ODI – Oracle Data Integrator OBIEE - Oracle Business Intelligence Enterprise Edition SISS – SQL Server Integration Services SRSS – SQL Server Reporting Services RHEL – Red Hat Enterprise Linux</p>
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## 5.4 Projects

SERVICE SHEET	
<b>Service name</b> Application development	<b>Service line</b> Projects
<b>Person responsible</b> Juanjo Villa jj-villa@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<b>Definition</b> This service is for meeting clients needs through planning, designing and developing custom products or configuring standard solutions. The service guarantees compliance with the standards of the Basque Government and EJIE's internal regulations. The service includes doing quality control of applications to ensure the technical and functional reliability and quality of the products that are going to be incorporated into the Basque Government's infrastructure.	
<b>Characteristics</b> <ul style="list-style-type: none"> <li>- Analysis of the client's needs and definition of the project</li> <li>- Project management tasks pertaining to managing deliverables, planning, quality, resources and finance</li> <li>- Adheres to the technological standards of the Basque Government and EJIE internal regulations</li> <li>- The standard quality assurance model that guarantees the quality levels of the product obtained is applied</li> </ul>	
<b>Service Typologies</b> <ul style="list-style-type: none"> <li>- <b>Information Systems Plan:</b> The complete model for digitalising the business processes managed by an entity</li> <li>- <b>Project Management and Development:</b> The complete management of an application development project from the initial capturing of a client's needs to implementing the systems in production environments.</li> <li>- <b>Technical Office:</b> Project monitoring and evaluation of the quality of the products developed from a functional and technical point of view</li> <li>- <b>Integral project:</b> Includes the above typologies, project management and development as well as the technical office</li> </ul>	

SERVICE SHEET	
<p><b>Service name</b> Application maintenance</p>	<p><b>Service line</b> Projects</p>
<p><b>Person responsible</b> Juanjo Villa jj-villa@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<p><b>Definition</b></p> <p>This service is for corrective and evolutionary maintenance tasks for products based on custom application development or configuring a standard solution while ensuring compliance with the standards and internal regulations of the Basque Government.</p> <p>The service includes doing quality control of applications to ensure the technical and functional reliability and quality of the products that are going to be incorporated into the Basque Government's infrastructure.</p>	
<p><b>Characteristics</b></p> <ul style="list-style-type: none"> <li>- Project management tasks pertaining to managing deliverables, planning, quality, resources and finance</li> <li>- Corrective, evolutionary and regulatory tasks depending on the needs specified by the client</li> <li>- Adheres to the technological standards of the Basque Government and EJIE internal regulations</li> <li>- The standard quality assurance model that guarantees the quality levels of the product obtained is applied</li> <li>- Parametrisation and configuration of market systems that satisfy the requirements and needs expressed by the client</li> <li>- Training tasks that make it possible to guarantee that client and EJIE staff have the knowledge they need to use and support the product developed.</li> <li>- Creation of the structures for supporting and updating internal EJIE resources (information systems, processes, CMDB, etc.) for operating and doing technical administration of the product that will be implemented.</li> <li>- Making requests to implement versions of the product</li> <li>- Managing and executing product changes within the EJIE infrastructure based on the architecture and implementation of successive versions</li> <li>- Verification of the technical and functional operation of the application in the EJIE production environment</li> </ul>	
<p><b>Service Typologies</b></p> <ul style="list-style-type: none"> <li>- <b>Maintenance Time Bank:</b> A limited number of hours of technical staff specialised in maintenance tasks is provided that will be consumed as change operations are designed and deployed on an information system in production.</li> <li>- <b>Maintenance Project:</b> A specific that is project planned, executed and controlled in order to carry out a pre-established set of change operations on an information system in production that ends once the changes have been implemented.</li> <li>- <b>Maintenance by Service Level Agreement:</b> A Job framework based on a service level agreement to perform maintenance tasks on an information system in production.</li> </ul>	



SERVICE SHEET	
<p><b>Service name</b> Technological projects</p>	<p><b>Service line</b> Projects</p>
<p><b>Person responsible</b> Aritza Iratzagorria a-iratzagorria@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<p><b>Definition</b> The Technological Projects service includes studying, planning and carrying out technical projects for designing and implementing technological solutions that will be used by other services later on (e.g. application development), or updating current resources for new client and EJIE needs (e.g. updating Oracle to a new version).</p>	
<p><b>Characteristics</b></p> <ul style="list-style-type: none"> <li>- Definition and analysis of new technological solutions</li> <li>- Agreement to determine project deadlines, costs and quality</li> <li>- Planning the activities and resources designated for the project</li> <li>- Preparing the required infrastructures</li> <li>- Base implementation of the newly designed technological solution</li> <li>- Writing the documentation for supporting the solution implemented</li> <li>- Creating the support and updating structures for the internal EJIE resources (information systems, processes, CMDB, etc.) for operating and doing technical administration of the product implemented</li> <li>- Carrying out the complete deployment within the operational scope established for each project.</li> </ul>	
<p><b>Service Typologies</b> This service does not have any service typologies.</p>	

## 5.5 Workplace

SERVICE SHEET	
<b>Service name</b> Virtual desktop services (Lekuona)	<b>Service line</b> Workplace
<b>Person responsible</b> Fernando Ruiz Marroquín fernando-ruiz@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> This is a workstation virtualisation service ( <i>virtual desktop</i> ) for end users and the business applications they use every day ( <i>virtual applications</i> ), which is based on VMWare products.	
<b>Characteristics</b> This service can be used with any device and from any place. Access is through every client's corporate user.  The complete Lekuona service that is provided to clients includes putting a group of operational processes into operation (e.g. configuration changes, demand & capacity, performance) that guarantee efficient management of the IT service ( <i>IT Service Management - ITSM</i> ) and the quality of the service for the client. Additionally, the service management includes monitoring the life cycle of the Lekuona service from the initial client onboarding to decommissioning/removal or end of providing the service.	
<b>Service Typologies</b> <ul style="list-style-type: none"> <li>- Workstation Virtualisation               <ul style="list-style-type: none"> <li>• Instant Clone VDI Workstation - Non-dedicated with Active Directory authentication from Convergence or the end client (entity)</li> <li>• Full Clone VDI Workstation - Dedicated with Active Directory authentication from Convergence or the end client (entity)</li> </ul> </li> <li>- Application Virtualisation               <ul style="list-style-type: none"> <li>• Virtualised and remotised business applications for terminal services (Remote Services Desktop Hosts - RDSH) with Active Directory authentication from Convergence or the end client (entity)</li> </ul> </li> </ul> The following optional modules are added to these typologies: <ul style="list-style-type: none"> <li>- Access from the internet through UAG servers</li> <li>- Multi-factor authentication (MFA) Authentication with a second factor for access from the internet using Okta integration</li> </ul>	
<b>Rates</b> The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a>	

SERVICE SHEET	
<b>Service name</b> Printer management	<b>Service line</b> Workplace
<b>Person responsible</b> Fernando Ruiz Marroquín fernando-ruiz@ejie.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<b>Definition</b> <p>This is a service for providing printing devices, services associated with breakdown maintenance and configuration and providing all the consumable components so users can be guaranteed to have a viable, managed and efficient printing environment.</p>	
<b>Characteristics</b> <ul style="list-style-type: none"> <li>- Device Supply This activity provides leased printers in response to client needs.             <ul style="list-style-type: none"> <li>• It includes transport for all the hardware elements (printing devices and all accessories) and software to the facilities.</li> <li>• Physical installation of the devices in a specified location</li> <li>• Required software elements are supplied, for example drivers or client software</li> <li>• Preparing and validating the delivery of software to the client or controllers with technical staff and standard configuration of the devices needed at the workstations</li> <li>• Configuring the devices in compliance with security requirements</li> <li>• Installing accessories for the devices (duplex unit, paper input and output devices, etc.)</li> <li>• Configuring the security, authentication and authorisation modules on the devices that have that functionality built in</li> <li>• Incorporating the devices into the designated management platform</li> <li>• Assigning passwords for configuring the devices remotely</li> <li>• Validating that the devices function properly after installation</li> <li>• Carrying out the installation, removal or replacement of any device in the client's facilities will require prior authorisation from the entity.</li> </ul> </li> <li>- Configuration and Damage Maintenance This activity is in charge of the good health of the printer pool and handling notifications from users of the service.             <ul style="list-style-type: none"> <li>• Managing incidents, requests, problems and changes in the pool, including in-situ technical assistance for breakdowns or changes when the incident requires it The incidents will come via the management of the service or other projects that impact the service All incident tracking and requests must use the corresponding GestiónIT tool.</li> <li>• An attempt will be made to resolve incidents and requests at the first level. If that fails it will be escalated to the second service level.</li> <li>• Installing printing management and monitoring software using a multi-brand management platform</li> <li>• Managing incidents, problems and changes deriving from the monitoring and printing control service</li> </ul> </li> <li>- Consumable Supply This activity proactively supplies the consumables needed for the printers it is responsible for.             <ul style="list-style-type: none"> <li>• Proactively managing and monitoring the condition of the consumables in the service's printer pool</li> <li>• Transporting consumables to the location where the printer whose consumable needs to be replaced is located</li> <li>• Installing consumables (physically plugging in)</li> <li>• Security stock management, provided in the locations determined by the entity.</li> <li>• Management and parametrising the service's monitoring tool Establishing the monitoring thresholds for the consumables</li> </ul> </li> </ul>	

**Service Typologies**

This service does not have any service typologies.

**Rates**



The rates are updated in [Annex I: Current rates that will be applied to orders](#)

SERVICE FILE	
<b>Service name</b> Managed Workplace	<b>Service line</b> Workplace
<b>Person responsible</b> Fernando Ruiz fernando-ruiz@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Departments of the Basque Government</li> <li>- Osakidetza</li> <li>- Red Sectorial de Justicia</li> <li>- Autonomous Community Bodies</li> <li>- Public companies</li> <li>- Public Bodies</li> <li>- Other organisations of the Basque Government</li> </ul>
<b>Definition</b> This service provides users with the technological resources they need for day to day activities at their workplace and it meets the needs of every client entity and adheres to the policies and rules for each entity that consumes the service at all times.	
<b>Characteristics</b> <ul style="list-style-type: none"> <li>- Micro-computing device (PCs, monitors, laptops, printers, scanners) rental</li> <li>- Warranty management, maintenance and removal of devices when the rental contract has ended, ensuring that technical and environmental criteria are met and providing the service in an environmentally responsible way</li> <li>- On-site installation, support and maintenance of micro-computing devices that users have associated with their workplace, ensuring the devices function properly at all times and doing any technical interventions needed to resolve any anomalies</li> <li>- Centralised integral management and maintenance of the base software platform installed on the hardware, in addition to any other software in the homologated software catalogue and ensure the software functions suitably on the hardware and strive for its improvement and evolution</li> <li>- Deploying and updating security solutions, anti-virus software, patches and operating system versions at the user's workplace are included, in addition to all interventions intended to restore the normal operation of an element with configuration, software or firmware</li> </ul>	
<b>Service typologies</b> This service does not have Service types	
<b>Rates</b> The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a>	

## 5.6 Unified corporate services

SERVICE SHEET																																									
<b>Service name</b> Collaboration and communication services (Elkarlan)	<b>Service line</b> Unified corporate services																																								
<b>Person responsible</b> Fernando Ruiz fernando-ruiz@ejje.eus	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>																																								
<b>Characteristics</b> The Elkarlan service is a group of services oriented towards improving the productivity of public employees of the Basque Government. These services are provided to clients as packets to provide the most suitable response for different user profiles. EJIE can provide the Elkarlan services in two modalities: <ul style="list-style-type: none"> <li>- On-site Includes the following services provided in the EJIE cloud:                             <ul style="list-style-type: none"> <li>• Email (MS Exchange)</li> <li>• Collaboration spaces (MS SharePoint) in de-provisioning phase</li> </ul> </li> <li>- Cloud SaaS It also provides the possibility to hire different Office 365 plans provided directly in the Microsoft cloud.                             <ul style="list-style-type: none"> <li>• Exchange On-line</li> <li>• Office365 Enterprise E1</li> <li>• Office365 Enterprise E3</li> </ul> </li> </ul>																																									
<b>Service Typologies</b> <ul style="list-style-type: none"> <li>- <b>Email:</b> This service includes individual mailboxes for the client's end users with the corresponding email addresses, in addition to collaboration features (public folders, shared calendars, etc.)</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e0f2f1;">Key Parameters</th> <th style="background-color: #e0f2f1;">Plus</th> <th style="background-color: #e0f2f1;">Standard</th> </tr> </thead> <tbody> <tr> <td>Mailbox size</td> <td>5 GB</td> <td>1 GB</td> </tr> <tr> <td>Message retrieval (data age) *</td> <td>3 months **</td> <td>1 week</td> </tr> <tr> <td>Secure MAPI access via SSL using Outlook Anywhere (RPC over HTTPS)</td> <td style="text-align: center;">√</td> <td style="text-align: center;">√</td> </tr> <tr> <td>Outlook Web App 2013 (OWA) over SSL</td> <td style="text-align: center;">√</td> <td style="text-align: center;">√</td> </tr> <tr> <td>Offline OWA</td> <td style="text-align: center;">√</td> <td style="text-align: center;">√</td> </tr> <tr> <td>Email access with mobile devices via ActiveSync - iPhone, Android, Windows Mobile</td> <td style="text-align: center;">√</td> <td style="text-align: center;">√</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>- <b>Collaboration spaces:</b> EJIE provides and maintains a Microsoft SharePoint web collaborative system for the client. The system allows access for the clients' users. Authentication is done with users' current organisational network account. EJIE provides the access URL to authorised client staff and can take any significant client elements into consideration when generating the URL.</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e0f2f1;">Key Parameters</th> <th style="background-color: #e0f2f1;">Plus</th> <th style="background-color: #e0f2f1;">Standard</th> </tr> </thead> <tbody> <tr> <td><b>Client level</b></td> <td></td> <td></td> </tr> <tr> <td>Using SharePoint features</td> <td>Standard and Enterprise</td> <td>Standard</td> </tr> <tr> <td><b>At Site Collection level</b></td> <td></td> <td></td> </tr> <tr> <td>Collection size</td> <td>5 GB</td> <td>1 GB</td> </tr> <tr> <td>Content recovery</td> <td>Granular (Element level)</td> <td>Global (at the site collection level)</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>- <b>Office 365:</b> EJIE maintains a collaborative system in Office 365 that it provides to its clients. Office 365 offers several</li> </ul>			Key Parameters	Plus	Standard	Mailbox size	5 GB	1 GB	Message retrieval (data age) *	3 months **	1 week	Secure MAPI access via SSL using Outlook Anywhere (RPC over HTTPS)	√	√	Outlook Web App 2013 (OWA) over SSL	√	√	Offline OWA	√	√	Email access with mobile devices via ActiveSync - iPhone, Android, Windows Mobile	√	√	Key Parameters	Plus	Standard	<b>Client level</b>			Using SharePoint features	Standard and Enterprise	Standard	<b>At Site Collection level</b>			Collection size	5 GB	1 GB	Content recovery	Granular (Element level)	Global (at the site collection level)
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productivity services under the same platform in an SaaS mode (Software as a Service). Hybrid scenarios have been initiated at Elkarlan where users are on the client and the services are housed in the Microsoft data centre. Consuming that service will be done exclusively through the Internet.

Key Parameters	Exchange Online	Office 365 Enterprise E1	Office 365 Enterprise E3
	<b>Web access to email</b> Email with 50G mailbox	<b>Online versions of Office with email and video conferences</b> Office applications included  Email with 50G mailbox 1T file storage HD video conferences Office Online Team sites	<b>All the characteristics of E1 plus additional tools, information protection and unified communications</b> Office applications included  Email with a mailbox of unlimited size  Advanced email characteristics Rights managements, data prevention loss
Office applications available for installation Word, Excel, PowerPoint, Outlook, Publisher and OneNote on up to 5 Windows PCs or Macs per user			√
Office applications available for installation on tablets and mobile phones with up to five devices per user			√
Online versions of Office: Word, Excel and PowerPoint		√	√
File storage and sharing with 1TB per user		√	√
Enterprise type email, calendar and contacts with 50G per user	√	√	√ Unlimited mailbox
<b>Unlimited online meetings with up to 10,000 participants</b>			√
Intranet site with personalised security options			√
Corporate social network to help employees with collaboration		√	√
Task Management with tools that help teams create plans, organise themselves and assign tasks		√	√
Workspace based on the Microsoft Teams chat		√	√
Personalised search in Office 365 using Office Graph		√	√
Corporate video portal		√	√
Enterprise application management with Group policy, Telemetry and Shared Computer Activation			√
Self-service Business Intelligence for discovering, analysing and viewing data in Excel			√
Compliance Solutions: Archiving, Auditing and eDiscovery			√
Information Protection: Rights management and data loss prevention for email		√	√
Microsoft StaffHub		√	√

<p><b>Rates</b></p> <p>The rates are updated in <a href="#">Annex I: Current rates that will be applied to orders</a></p>	
<p><b>SERVICE SHEET</b></p>	
<p><b>Service name</b></p> <p>Security operations centre service</p>	<p><b>Service line</b></p> <p>Unified corporate services</p>
<p><b>Person responsible</b></p> <p>Josu Bagazgoitia j-bagazgoitiasaez@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>This service provides a Security Operations Centre that provides a set of solutions (threat and vulnerability management, SIEM, EDR, digital vigilance and CSIRT) that makes it possible to:</p> <ul style="list-style-type: none"> <li>- Proactively prevent risks that may compromise the security of the infrastructure</li> <li>- Identify and analyse vulnerabilities in the infrastructure</li> <li>- Mitigate vulnerabilities in the infrastructure</li> <li>- Detect, identify, neutralise and respond to security threats</li> <li>- Monitor and analyse network endpoints for the purposes of preventing and detecting security threats</li> </ul>	
<p><b>Service Typologies</b></p> <p><b>1 - Threat and Vulnerability Management:</b> A system that proactively makes it possible to identify, evaluate and mitigate the vulnerabilities or risk situations it detects as soon as possible on the organisation's applications and information systems. The following services are provided:</p> <p><b>1.1 - Proactive vigilance of security alerts</b></p> <p>Security notices or security feeds from security authorities (such as BCSC, CNN-CERT, INCIBE) regarding product vulnerabilities or risk situations are received through this component. The alerts are managed with the goal of responding to threats in the least time possible.</p> <p><b>1.2 - Automated Security Audits</b></p> <p>Automatic security scans of the elements that are considered necessary (fundamentally at the IT infrastructure level) are done on demand periodically or occasional with this component.</p> <p><b>1.3 On-demand Security Audits</b></p> <p>Specialised occasional manual scans can be done on-demand by security auditors using this component.</p> <p><b>1.4 Security Audit Management</b></p> <p>Security audit management for environments managed by EJIE are done using this component (using other components of this service or done by third parties). The results of the audits are analysed and managed for vulnerabilities and derived situations with the goal of reducing risk in the least time possible.</p> <p><b>2 - SIEM (Security Information and Event Management):</b> A platform that lets logs from different security elements be centralised and automate analysis of them so security incidents can be detected and investigated. It lets threats be managed effectively, reducing and prioritising the number of alerts.</p> <p><b>3 - EDR (Endpoint Detection and Response):</b> The EDR platform will make it possible to continuously monitor endpoint activities (end user devices and servers), identifying anomalous patterns of behaviour that may constitute a threat, or it may even make it possible to respond and stop it.</p> <p>The service includes Threat Hunting, which is nothing more than the practice of proactively looking for lurking cyber threats detected on a network. In addition, it does deeper searches for malicious actors in the environment who have gotten past the initial security defences of the endpoints.</p>	



**4 - Digital Vigilance:** The digital vigilance service will be provided on demand at the Security Operations Centre. It includes checking public and private sources for proactive searching and researching external threats that present a digital risk for the organisation or entity.

**5 - CSIRT (Computer Security Incident Response Team):** This is a service that makes it possible to call upon technical specialists in security incident response on demand. The goal of this service is to minimise inactivity time, contain incidents and restore normal operations.

#### Rates

The rates are updated in [Annex I: Current rates that will be applied to orders](#)

SERVICE SHEET	
<p><b>Service name</b></p> <p>BDaaS platform - Big data as a service</p>	<p><b>Service line</b></p> <p>Unified corporate services</p>
<p><b>Person responsible</b></p> <p>Iratxe Montoya i-montoya@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Autonomous Community Bodies</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>Big Data as a Service (BDaaS) refers to services that provide storage, ingest, transformation, processing and analysis of massive or complex data using EJIE infrastructure.</p> <p>In addition, Big Data as a Service has specialised professional services for consulting, design, support and maintenance associated with the diffusion, use and evolution of the BDaaS platform implemented.</p>	
<p><b>Characteristics</b></p> <p>The BDaaS service is a multi-tenant big data platform that makes it possible for entities subscribed to the service enjoy the following features and functionality:</p> <ul style="list-style-type: none"> <li>- It is a flexible platform that can adapt to users' needs because it is scalable in terms of both the number of services and storage.</li> <li>- It is a solution that can evolve and be adapted according to the needs of the consumers of the platform.</li> </ul> <p>In addition to the size of the data, the quality, processing and what value should be obtained from the data are taken into account.</p>	
<p><b>Service Typologies</b></p> <ul style="list-style-type: none"> <li>- Support service</li> <li>- Professional Service: <ul style="list-style-type: none"> <li>• Training service</li> <li>• Support services for EJIE for publicising and promoting the BDaaS platform</li> <li>• Specialised Technological Consulting Service</li> <li>• Development Device Attention Service</li> </ul> </li> </ul> <p><b>Technical services available with the platform</b></p> <ul style="list-style-type: none"> <li>- File Service <ul style="list-style-type: none"> <li>• Lets application users store and recover data of any size at any time. The File Service can be used in four scenarios: <ul style="list-style-type: none"> <li>▪ uploading and storing files in a distributed way</li> <li>▪ processing</li> <li>▪ usage</li> <li>▪ viewing and downloads</li> </ul> </li> </ul> </li> <li>- Table Service <ul style="list-style-type: none"> <li>• The column based storage service, or Table Service, lets tenants or application users store unstructured information, queue messages and other events in a secure, reliable and distributed way. The Table Service can be used in three scenarios: <ul style="list-style-type: none"> <li>▪ uploading and storing unstructured information</li> <li>▪ using and viewing information</li> </ul> </li> </ul> </li> </ul>	

- extracting or downloading data
- Event Service
  - With the Event Service application users can publish and consume message queue events in real time. The Event Service can be used in two scenarios:
    - uploading and storing events in a distributed way
    - usage and visualisation
- Search Service
  - The Search Service is based on Elasticsearch, which is a search engine that makes it possible to index and analyse large amounts of data in real time in a distributed way. With Elasticsearch, structured or unstructured documents can be stored and all the fields of the documents can be indexed in near real time.
  - The standard/basic way of working with the Search Service would be:
    - Data Extraction: through Beats or using the client applications belonging to clients that can write directly to Elasticsearch
    - Data Transformation: through the Elasticsearch ingest functionality
    - Data Loading/Storage: in Elasticsearch

#### Rates

The rates are updated in [Annex I: Current rates that will be applied to orders](#)

## 5.7 Users

SERVICE FILE	
<p><b>Service name</b></p> <p>Identity and access management (IAM)</p>	<p><b>Service line</b></p> <p>Users</p>
<p><b>Person responsible</b></p> <p>Susana Santa Cruz susana-santacruz@ejje.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Information Technology and Telecommunications Directorate</li> <li>- Deps. of Government</li> <li>- Autonomous Organisms</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>The primary goal of the identity and access management service, hereinafter the IAM service, is to establish the guidelines for identity governance in the services EJIE provides to entities that consume or administer convergent services. That includes monitoring the life cycle of provisioning and incorporating internal and external users or collaborators etc., monitoring the authorisation process for permissions for existing users, and excluding users when they are no longer authorised to access the resources they had authorisation for.</p> <p>The IAM service is in charge of governance, policies and processes that guide how user roles and access to resources should be defined and administered.</p>	
<p><b>Characteristics</b></p> <p>The IAM service is based in different SaaS (Okta, AzureAD) and onprem (OIM, Active Directory, XLNets directory) solutions. Both the consumer and administrator identities subscribed to the service will benefit from features and functionalities, including and depending on the offering:</p> <ul style="list-style-type: none"> <li>- Unique identity</li> <li>- Life-cycle management</li> <li>- Access certification, which can be viewed and obtained on the service website</li> <li>- Service website tool for authorised people from the entity with the offering of requests and incidents</li> <li>- Multifactor authentication with different authenticators (password, mobile app, security keys, email, etc.)</li> <li>- Contextual access directives based on location, device platform, behaviour, etc.</li> <li>- User account password self-recovery</li> <li>- Session start traceability</li> <li>- Service with 24 x 7 support</li> </ul> <p>Access through roles</p>	
<p><b>Service typologies</b></p> <p><b>Administrator identities</b></p> <ul style="list-style-type: none"> <li>• This identity is based on the Okta SaaS platform and the Elkarlan Active Directory.</li> <li>• It is an administration identity that will have privileges for the convergent service it has access to.</li> <li>• They are <b>administrative identities</b> or ones that have some kind of privilege that can be granted to any person who can administer a convergent service globally or partially: <ul style="list-style-type: none"> <li>• Authorised users from entities</li> <li>• Support users (systems)</li> <li>• Technical assistance (development)</li> <li>• Ejje</li> </ul> </li> <li>• <b>It is a horizontal service included in the subscription to other convergent services by default</b> (federated with Okta/Azure AD or not).</li> <li>• The access the convergent service with privileges, the user will have a username, username@elkarlan.euskadi.eus, and permissions for the convergent service hired.</li> <li>• Identity managed by the IAM service, guaranteeing the life-cycle of the identity</li> <li>• Access managed by the IAM service, according to groups specified by the manager of the service that access is given to</li> <li>• If the service is federated and allows it, the administrative identity will have two-factor authentication</li> </ul>	

- Delegated management is not included
- Examples:
  - Subscribers to the infrastructure service as an IaaS service (the IAM service will take care of providing the admin identities necessary to access the vRA console)
  - Authorised users of entities that require access to ServiceNow

### Managed Identities

- They are always consumption identities that allow consuming convergent services.
- There are four managed identity options:
  - **EJIE identity management**
    - Master consumer identity managed by the IAM service, guaranteeing the life-cycle of the identity
    - Access and services managed by the IAM service
    - The identity management system (OIM) is used and its authorisation source is Synergy.
    - OIM provisions the accounts in the final repositories that have been designated (AD, Exchange, XLNets)
    - Authentication depends on the service that is going to be consumed (ejsarea Active Directory or XLNets)
    - It does not include delegated management
  - **Identity management by the Basque government**
    - Master consumer identity managed by the IAM service, guaranteeing the life-cycle of the identity
    - Access and services managed by the IAM service
    - The identity management system (OIM) is used and its authorisation source is EIZU (HR).
    - OIM provisions the accounts in the final repositories that have been designated (AD, Exchange, XLNets)
    - Authentication depends on the service that is going to be consumed (ejsarea Active Directory or XLNets)
    - [Optional] Delegated access management
  - **Justizia identity management**
    - Master consumer identity managed by Deitu, guaranteeing the life-cycle of the identity
    - Access and services managed by Deitu + IAM service
    - Authentication is against the justizia Active Directory
    - [Optional] Delegated management using ActiveRoles
  - **Identity management for remaining entities**
    - Master consumer identity managed by the IAM service, guaranteeing the life-cycle of the identity
    - Access and services managed by the IAM service
    - Authentication is against the elkarlan Active Directory
    - They do not have their own Active Directory. Their identities are in an elkarlan OU.
    - [Optional] Delegated management using ActiveRoles

### Cloud Identities

- This identity may be for a consumer or administrator. It is based in Okta, Azure AD and Active Directory solutions that belong to the entity. (\* If the entities are in an Elkarlan OU, it will be the Elkarlan AD)
- They allow access to cloud applications or services, which may be services provided in convergence or an entity's own cloud services.
- The master identity can be managed by the IAM service or the entity. The life cycle is the entity's responsibility, and it will be shown in the imported identity, which will be an image of the master identity.
- It includes double factor identification.
- The nomenclature of the identity will be: username@entidad.eus

SERVICE FILE	
<p><b>Service name</b></p> <p>User Service</p>	<p><b>Service line</b></p> <p>Users</p>
<p><b>Person responsible</b></p> <p>Susana Santa Cruz susana-santacruz@ejie.eus</p>	<p><b>Clients</b></p> <ul style="list-style-type: none"> <li>- Information Technology and Telecommunications Directorate</li> <li>- Deps. of Government</li> <li>- Autonomous Organisms</li> <li>- Public Bodies</li> <li>- Public companies</li> </ul>
<p><b>Definition</b></p> <p>The user service provides support for users (human capital) of the companies, providing value, trust and reliability. We have staff, technology and processes prepared and oriented specifically to help people with their day-to-day relationship with technology, creating security among the members of the team and fostering trust in the tools used every day for business processes.</p> <p>Its goal is to be the single point of bilingual contact for resolving or managing incidents that are generally circumscribed by the IT sphere, although it is possible to create AD-HOC definitions for certain processes. (employees (B2E), consumers (B2C), professionals (B2B))</p> <p>It includes incident and request reception through several channels to maximise the availability of the business tools to increase productivity. In addition, proactive management is done to try and resolve the root cause of repetitive incidents (problem management), to reduce the number of incidents as far as possible. We are experts in customer service. Consequently, our goal is to be improving our services constantly. We analyse market trends and incorporate them into our services, which our clients benefit from.</p> <p>The pursuit of the service is to resolve the highest number of incidents on the first call (60% - 80%), so more specialised support can be primarily focused on the evolution of the tools. The scope and procedures, as well as the quality standards, needed by the service are determined for every client.</p>	
<p><b>Characteristics</b></p> <p>The user service is backed by different <u>solutions</u>, like:</p> <ul style="list-style-type: none"> <li>• An <i>IT management tool</i> for incident management, knowledge management and relationships with other processes.</li> <li>• An omnichannel solution that lets us monitor and automate phone calls to manage users better and provide better services.</li> <li>• <i>Latest generation office software</i> for data analysis or exporting information</li> <li>• A <i>platform</i> for managing SMS and information for management users</li> </ul> <p>It is backed up by a <u>human team</u> that is specifically trained to provide high quality services to every entity and that has the back office tools needed and the goal of being front-line problem solvers. The service will be provided in both official languages.</p> <p>We will help subscribers create an optimal configuration adapted to their entity.</p> <ul style="list-style-type: none"> <li>• If necessary, we will connect the client's devices using a SIP Trunk to economise and enable call management.</li> <li>• We will provide a series of options based on our expertise, like call recording, message definition in the data protection sphere and confidentiality clauses. The data manager will be named by the organisations and the possibility of activating end user telephone or email surveys will be offered.</li> <li>• We will provide a switchboard with IVR that is manageable by the CAU team and is adapted to whatever needs they have that may come up, from flows for channelling calls, automating certain services or activating dissuasive messages.</li> <li>• We will continuously monitor the service to ensure a service percentage of at least 85% of the calls, and make sure responses are always given before 20 seconds on 70% of the calls.</li> <li>• We will create service protocols for users.</li> </ul>	

- In a complementary way, a personalised end user site for the entity can be hired where incidents can be created and tracked, and information about the status of the service can be received.
- We will do a thorough analysis of the processes with the goal of identifying opportunities for optimisation and automation, in order to improve operational efficiency and effectiveness.
- We will create a knowledge base with all the procedures applicable for the CAU that will be the basis for managing/resolving incidents manually or automatically.
- Committed calls will be made monthly for the size of the team based on the service provided in previous years, as well as possible benchmarks that are forecast for every month.
- Monthly reports will be delivered with the volume of service committed, received, answered, AOT (average operation time), notable benchmarks, serious incidents handled during the month, new procedures or updates during the period.
- The entities will be monitored to share concerns or work on proposals for improvement.

### Service typologies

- **Service Desk:** This is a service **that can be hired from 7.30 AM to 8 PM on working days from Monday to Friday**. The service is configured alongside the client and service protocols will be created to maximise first-instance resolution and a knowledge base will be designed that is adapted to the entity to retain knowledge and protect intellectual property, solutions will be automated and self-resolution will be encouraged. And monthly tracking will be done by the client where the most important metrics will be shown.
- **Advanced Service Desk:** This is a service **that can be hired** for the times the client wants, including 24 x 7. The service is configured alongside the client and service protocols will be created to maximise first-instance resolution and a knowledge base will be designed that is adapted to the entity to retain knowledge and protect intellectual property, solutions will be automated and self-resolution will be encouraged. And monthly tracking will be done by the client where the most important metrics will be shown.
- **ADI:** This is a service **that can be hired 24 x 7** for user groups with critical or special needs. It can be for VIP users or highly critical areas. Rapid access to single interlocutors, availability, security, immediate solutions and confidentiality are provided.
- **SD-Batera:** This is a horizontal service provided intrinsically for all consumers of 24 x 7 convergent services. A priori, clients have a service website where they can do all tasks (requests and incidents), with SD-BATERA to dynamise requests or register and handle incidents about the services assigned to the entity. It has service protocols to maximise first-instance resolution supported by a knowledge base adapted to the entity to retain knowledge and protect intellectual property, automate solutions and encourage self-resolution.
- **SIM:** This is a horizontal service that is provided intrinsically to all consumers of 24 x 7 convergent services. Every entity that is assigned convergent services has access to this service, which will be in charge of dynamising and informing about eventualities that may arise day to day (SIM - serious incident management, CBI - cyberincidents and BC - business continuity). The entity will provide distribution and telephone lists for notifications about eventualities and how they evolve.



## 5.8 Other services

SERVICE SHEET	
<b>Service name</b> Custom services	<b>Service line</b> Other services
<b>Person responsible</b> EJIE Steering Committee	<b>Clients</b> <ul style="list-style-type: none"> <li>- Directorate of Information Technology and Telecommunications</li> <li>- Government Depts.</li> <li>- Public Bodies</li> <li>- Public companies</li> <li>- Autonomous Community Bodies</li> </ul>
<p><b>Definition</b></p> <p>Custom services include all services associated with the particular needs of a client that cannot be met by other services in the catalog. They are created specifically for that client and are withdrawn once their service period ends.</p> <p>If a custom service can be reused, the EJIE Management, with support from others, will evaluate whether it should be included in the service catalog, following the processes established for that purpose.</p>	
<p><b>Characteristics</b></p> <ul style="list-style-type: none"> <li>- Identifies the need for a new service not included in the catalog according to the requirements provided by the client</li> <li>- Formalizing a project to create the service</li> <li>- Define and design a solution that meets client needs and becomes a service once created</li> <li>- Implementation, maintenance and support of the service ensuring the customer's requirements for providing the service are met</li> <li>- The service will be provided for a determined period of time and it may be renewed periodically as set forth in the agreement made between EJIE and the client</li> <li>- Withdrawal of the service once its service period has ended</li> <li>- A custom service may be consolidated into a catalog service if EJIE management and the other participating parties (IT Services Manager, Service Manager, etc.) believe it can be reused.</li> </ul>	
<p><b>Service Typologies</b></p> <p>This service does not have any service typologies.</p>	

## 6 Service Level Agreements

Our global commitments are:

- Consider all satisfaction survey ratings below 5 (out of 10) as non-conformities in the quality management system
- Consider all formal complaints as non-conformities in the quality system and provide a response with the conclusions of our analysis within the month
- Consider all non-compliances of the established ANS as non-conformities in the quality system and manage the removal of the causes of the non-conformity until it is definitively closed

### 6.1 Technical Assistance and Consulting

#### 6.1.1 Technical Assistance

No standard service levels have been agreed on.

#### 6.1.2 Consulting

No standard service levels have been agreed on.

### 6.2 Communications

#### 6.2.1 WAN Connectivity

No standard service levels have been agreed on.

#### 6.2.2 Managed SMS

No standard service levels have been agreed on.

#### 6.2.3 Voice

Id.	Description	ANS
A-VOIP-01	% of availability of the VoIP service	≥ 99,00
A-VOIP-02	% de incidencias usuario resueltas en plazo del servicio de Telefonía IP	≥ 80,00

#### 6.2.4 Mobile communications

Id.	Description	ANS
A-COMV-03	% of availability of the mobile communications service	≥ 99,00
A-COMV-04	% of user incidents resolved within the mobile communications service period	≥ 87,00

#### 6.2.5 Browsing

Id.	Description	ANS
A-NVGC-01	% of availability of the browsing service	≥ 98,00
A-NVGC-02	% of user incidents resolved within the browsing service period	≥ 75,00

#### 6.2.6 Videoconference

No standard service levels have been agreed on.

### 6.2.7 LAN and WiFi connectivity management

No standard service levels have been agreed on.

### 6.2.8 Secure Remote Connection

No standard service levels have been agreed on.

## 6.3 Infrastructures

### 6.3.1 Housing

No standard service levels have been agreed on.

### 6.3.2 IaaS

Id.	Description	ANS
A-IAAS-01	% of availability of the IaaS service	≥ 99,00
A-IAAS-02	% of user incidents resolved within the IaaS service period	≥ 82,00

### 6.3.3 Zaintza Backup

No standard service levels have been agreed on.

### 6.3.4 Storage

No standard service levels have been agreed on.

### 6.3.5 Hosting

Id.	Description	ANS
A-HOST-01	% of availability of the Hosting mission critical service	≥ 97,00
A-HOST-02	% of availability of the Hosting critical service	≥ 96,00
A-HOST-03	% of user incidents resolved within the Hosting service period	≥ 80,00

## 6.4 Projects

### 6.4.1 Application development

No standard service levels have been agreed on.

### 6.4.2 Application maintenance

No standard service levels have been agreed on.

### 6.4.3 Technological projects

No standard service levels have been agreed on.

## 6.5 Workplace

### 6.5.1 Virtual desktop services (Lekuona)

Id.	Description	ANS
A-ESCV-01	% of availability of the Lekuona service	≥ 98,00
A-ESCV-02	% of user incidents resolved within the Lekuona service period	≥ 82,00

### 6.5.2 Printer management

No standard service levels have been agreed on.

### 6.5.3 Managed Workplace

No standard service levels have been agreed on.

## 6.6 Unified corporate services

### 6.6.1 Collaboration and communication services (Elkarlan)

Id.	Description	ANS
A-ELKN-01	% of availability of the Elakrlan service	≥ 98,00
A-ELKN-02	% of user incidents resolved within the Elkarlan service period	≥ 82,00

### 6.6.2 Security operations centre service

No standard service levels have been agreed on.

### 6.6.3 BDaaS platform - Big data as a service

No standard service levels have been agreed on.

## 6.7 Users

### 6.7.1 Identity and access management (IAM)

No standard service levels have been agreed on.

### 6.7.2 User Service

Id.	Description	ANS
A-ATUS-01	% of calls answered in 20 seconds	≥ 80%
A-ATUS-02	% of abandoned calls	≤ 15%

## 6.8 Other services

### 6.8.1 Custom services

No standard service levels have been agreed on.

# 1 Information security and ENS compliance

EJIE provides services from its catalog with a certificate of compliance with the requirements of Spanish Royal Decree 311/2022 of 3 May, which regulates the National Security Framework (ENS, Esquema Nacional de Seguridad), for MEDIUM category information systems and with some conditions that are specified below.

Service	ENS category provided by EJIE	Remarks
Technical support	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Consulting	MEDIUM	Not provided for HIGH category
WAN Connectivity	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Managed SMS	HIGH	Category provided by the supplier
Voice	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Mobile Communications	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Browsing	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Videoconferencing service	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
LAN and Wi-Fi connectivity management	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Secure Remote Connection	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Housing	MEDIUM	Not provided for HIGH category
IaaS	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project. Responsibility for the information security of assets that make up and support the “virtual machine service” will be shared between EJIE and the client, and the client will be responsible for what is installed on the servers.
Zaintza Backup	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Storage (STaaS)	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.

Service	ENS category provided by EJIE	Remarks
Hosting	MEDIUM	Compliance of the service with HIGH category information systems will require executing a bespoke project that will only be viable with advanced hosting or premium option typologies.  The basic and medium hosting modalities provided by EJIE will only cover ENS requirements for MEDIUM category information systems. The client will be responsible for incorporating additional security measures if they want to use basic or medium hosting as a support for HIGH category systems.
Application development	MEDIUM	Not provided for HIGH category
Application Maintenance	MEDIUM	Not provided for HIGH category
Technological projects	MEDIUM	Not provided for HIGH category
Virtual desktop services (Lekuona)	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Printer management	MEDIUM	Not provided for HIGH category
Managed Workplace	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Collaboration and communication services (Elkarlan)	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Security operations centre service	MEDIUM	This service is considered to be a security measure the client uses to meet a higher level of security.
BDaaS platform - Big data as a service	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
Identity and access management (IAM)	MEDIUM	Service compliance with HIGH category information systems will require executing a bespoke project.
User Service	MEDIUM	Not provided for HIGH category
Custom services	Any ENS compliance requirement requires independent evaluation.	