Introduction

A basic offer
The service catalogue contains all the services that you as a partner can receive from the FPS Chancellery.

Each service is described in a structured fact sheet comprising:

- a description of the features and responsibilities;
- a detailed description of the standard packs and options;
- a description of the service levels offered.

Within this structure, the content of the services offered is clearly described.

A personalised approach
The FPS Chancellery is also open to other requests from its partners, including for more personalised services. In that case, it will work with the partner to analyse its business needs in order to help it choose the right standard packs and/or options, or else look for another more customised solution that can be added to this catalogue.

In terms of service level, a standard approach to service coverage is directly linked to the pack structure. The partner may, of course, request coverage that is better tailored to its needs. Multiple service levels are available for each service.

General support for all services

General

The following is included as standard in all services: keeping the entire environment operational, paying central licence fees, providing the specified disk space and backups, ensuring the necessary security, and making support staff available.

Local help desk

A help desk for users and workplaces is provided by the partner in local mode, where this exists. This support is not included in the service.

Central help desk

The central help desk (second-line support) is available to assist the local help desk on working days from 8 a.m. to 6 p.m. If the partner does not have a local support service, it can request a service upgrade enabling the central help desk to be contacted for first-line support.

There is also an out-of-hours service for handling and monitoring serious incidents and urgent issues.

Service manager

Each service has a dedicated service manager. The service manager is your single point of contact (SPOC) for all queries about that service.

The service manager holds regular service management meetings to monitor the service provision.

Partner management

The partner relationship manager is there to answer all your general queries. They are also the first point of contact in case of escalation.

The second point of contact in case of escalation is the FPS Chancellery's ICT management.

FPS Chancellery ICT contacts

Central help desk

- servicedesk@premier.belgium.be
- Tel.: +32 (0)2 501 05 55

Security adviser

- ictsecurity@premier.fed.be

Partner relationship management

- partner.relationship@premier.fed.be

ICT escalation MGT

- ict.kanselarij@premier.fed.be
- 02/ 501 04 11

Services and support

The SLA target is determined based on two criteria: availability of the required support and the service provided.

Support availability

- Critical (99.9%), 24 hours a day
- Non-critical (99.7% or 99.5%), 24 hours a day

Services

The services may be offered in at least one of the following ways:

- PaaS: Platform as a Service. This involves making available the infrastructure and operating system needed to use a system or application. Updates to systems, software and basic configurations are included in this type of service (including runtime and middleware).
- SaaS: Software as a Service. This is the most comprehensive service. It comprises the provision of infrastructure, operating systems and applications, including enhanced configurations, and even custom developments.

SLA

- A standard SLA is defined for all standard service packages.
- The SLAs can be tailored to the partner's chosen options (see SLA details in the individual services).

Maintenance options

- These are determined in consultation with partners.

Monitoring

- The service is monitored 24 hours a day.
- A dashboard can be viewed at www.yourict.be.