



## **Document Management System (DMS) Service – SV03: SharePoint On-Premises**

### *Description*

The DMS (SharePoint On-Premises) service gives identified users a platform to securely share, edit, view and archive information online.

### **Features**

The basic DMS service includes the following:

- Internet access to websites and portals, subject to strong authentication
- Ability to develop a site based on existing templates
- Use of existing platform components
- Access to the tool via a user interface in Dutch, English, French or German
- Use of a translation program that displays pages of text or files (Word, Excel, PowerPoint and PDF) in a language chosen by the user
- Use of My Site (personal SharePoint site)
- Use of OneDrive for Business is included in My Site (storage limit of 1 gigabyte)
- Ability to recover deleted documents for up to 30 days
- A production and test environment

### **Platform**

- Microsoft SharePoint (at least version n-1)

### **Additional conditions**

- The partner provides an authentication service connected to the Chancellery.
- The websites are developed by partners. The customer must specify the URL syntax in consultation with ICT Chancellery.
- The site is created and managed by the partner, including site management and end-user and content management.
- ICT Chancellery will be responsible for managing the platform.
- The partner ensures that it has the required knowledge of SharePoint design, site management, content management and access management.
- The partner agrees to monitor the progress of the platform.

### **Data backup**

- Deleted documents can be recovered directly by users for up to 30 days (subject to space availability).
- After that, the user will still be able to request a backup of deleted documents from the central service desk, provided they are not more than 90 days old.

### **Data security**

- The partner remains the sole owner of the data; the Chancellery's ICT Department is only an operator.
- The FPS Chancellery's authentication system requires strong authentication.
- Antivirus scan. All files are scanned to protect against viruses.



- The partner retains control over who can access the sites and with what permissions. This can be done by appointing a SharePoint site administrator.
- Security audits are performed regularly. Security incidents are discussed at service management meetings.

### *Standard packs*

#### **One empty or standard site collection**

The site collection is an organised and configurable storage space:

- The available capacity in a site collection is 200 gigabytes.
- Strong authentication is required.
- The available space must be empty and configured by the partner.
- The standard components of SharePoint can be used, such as a calendar, lists and document libraries.
- Templates are available (projects, partnerships, processes, etc.).

#### **Multiple empty site collections**

Multiple empty storage spaces can be organised and configured depending on data volumes or data organisation. The different site collections are placed in a common web app.

### *Options*

#### **One farm**

A dedicated full farm (server) with one or more web apps and site collections

#### **Intranet restriction**

The storage space is only accessible on the partner's network. This ensures greater security when using the stored data.

#### **Auditing**

This option allows all operations performed in the storage space to be traced using special software.

#### **Configuration**

The Chancellery will configure the storage space based on the standard functions of the out-of-the-box tools in this area.

For this service option, the following approach must be followed:

- Accurate description of the requirements
- Detailed analysis based on the requirements
- Out-of-the-box configuration in project mode
- Execution of adequate tests (systems, functionality, performance, etc.)
- Putting into production with the partner
- Post-production support
- Training, documentation, knowledge transfer
- Maintenance

#### **Custom development**

The Chancellery will undertake the personalised development of custom (non-standard) functions for its partner.



For this service option, the following approach must be followed:

- Accurate description of the requirements
- Detailed analysis based on the requirements
- Personalised development in project mode (within the Chancellery)
- Execution of adequate tests (systems, functionality, performance, etc.)
- Putting into production with the partner
- Post-production support
- Training, documentation, knowledge transfer
- Maintenance



## **Document Management System (DMS) Service – SV03: Microsoft O365 SharePoint Online**

### *Description*

The DMS (O365 SharePoint Online) service gives identified users a platform to securely share, edit, view and archive information online.

### **Features**

The basic DMS service includes the following:

- Internet access to websites, subject to strong authentication
- Ability to develop a site based on existing templates
- Use of existing platform components
- Access to the tool via a user interface in Dutch, English, French or German
- Use of OneDrive (storage limit of 1,024 gigabytes)
- Ability to recover deleted documents for up to 93 days
- A production and test environment

### **Platform**

- Microsoft SharePoint Online

### **Additional conditions**

- The partner has user accounts which are available in the FEDBE domain.
- The websites are developed by partners. Each URL has the following structure:  
<https://fedbe.sharepoint.com/sites/sitename>.
- The site will be created and managed by the partner, including site management and end-user and content management.
- ICT Chancellery is responsible for the management of the platform.
- The partner ensures that it has the required knowledge of SharePoint design, site management, content management and access management.
- The partner agrees to monitor the progress of the platform.

### **Data backup**

- The data are stored in the EU Model Clause compliant data centres of the Microsoft O365 tenant FEDBE infrastructure.
- The sites are kept for 93 days.

### **Data security**

- The partner remains the sole owner of the data; the Chancellery's ICT Department is only an operator.
- Authentication is with login and password and Microsoft multi-factor authentication (mobile phone text message (SMS), phone call, Microsoft Authenticator).
- Virus scan: All files are scanned to protect against viruses.
- The partner retains control over who can access the sites and with what permissions. This can be done by appointing a SharePoint site administrator.
- Security audits are performed regularly. Security incidents are discussed at service management meetings.



### *Standard packs*

#### **One empty or standard site collection**

The site collection is an organised and configurable storage space:

- Strong authentication is required.
- The available space must be empty and configured by the partner.
- The standard components of SharePoint can be used, such as a calendar, lists and document libraries.

#### **Multiple empty site collections**

Multiple empty storage spaces can be organised and configured depending on data volumes or data organisation.

### ***Options***

#### **Configuration**

The Chancellery will configure the storage space based on the standard functions of the out-of-the-box tools in this area.

For this service option, the following approach must be followed:

- Accurate description of the requirements
- Detailed analysis based on the requirements
- Out-of-the-box configuration in project mode
- Execution of adequate tests (systems, functionality, performance, etc.)
- Putting into production with the partner
- Post-production support
- Training, documentation, knowledge transfer
- Maintenance

#### **Custom development**

The Chancellery will undertake the personalised development of custom (non-standard) functions for its partner.

For this service option, the following approach must be followed:

- Accurate description of the requirements
- Detailed analysis based on the requirements
- Personalised development in project mode (within the Chancellery)
- Execution of adequate tests (systems, functionality, performance, etc.)
- Putting into production with the partner
- Post-production support
- Training, documentation, knowledge transfer
- Maintenance