



## Service Secured Managed Network – SV06

### *Description*

ICT Chancellery offers his customers a first grade network connectivity service. We call the service especially “secured” because that is the red line throughout the entire proposition. It consists of a number of services around Network connectivity & on local LAN service offerings.

Local area networks (LAN) play a crucial role in the performance of your digital infrastructure, but managing your own LAN ports can be expensive and time-consuming. That's where our Managed LAN services come in. Simply put, they boost productivity by minimising downtime and the ongoing support frees your teams to concentrate on your other projects and priorities.

We've designed a suite of options you can tailor to meet your individual needs. Choose from different tiers of service. If you operate LAN and WAN networks, we can support both so your entire infrastructure is taken care of, freeing your teams to focus on growth and transformation.

### *WIFI access (SV06.01)*

#### **Our offer**

ICT Chancellery offers excellent Wifi access and WIFI 6 compliant access points.

- We offer Cisco Digital Network Architecture (Cisco DNA):  
Intent-based networking (IBN) built on Cisco DNA takes a software-delivered approach to automating and assuring services across your WAN and your campus and branch networks.
- We also offer a Cisco ISE solution:  
A security policy management platform that automates and enforces context-aware security access to network resources. This solution allows for a captive WIFI portal giving controlled access for visitors and differentiate with personnel members.

The chancellery can also provide the necessary settings to make Belnet GovRoam available for all of your collaborators externally but also to allow all certified GovRoam users access on the Wifi access points that we offer in your premise(s).

3 types are possible to be included in the offered WIFI service :

- Internal WIFI
- Public WIFI
- Belnet GoVroam WIFI

#### **Prerequisite**

Activation requires also to use Access Rights Services (IAM) from the Chancellery

### *Internet access (SV06.02)*

#### **Our offer**

ICT Chancellery offers a fast and reliable access to the Internet, fully redundant.

Additionally we offer protective and security features on top of this service. Blacklisting and whitelisting is a centralized single profile solution (same for all customers), tailored needs possible at an additional charge. We offer proxied internet services protected by an anti-virus.



You choose the services, capacities and options that best suit your needs.

### *Remote Firewall service (SV06.03)*

#### Our offer

This service comprises the Firewall that is located at your premises. This firewall will be in a 3 tier offer being maintained, monitored & managed.

- ICT Chancellery offer includes an extensive Firewall protection service containing an external Firewall, internal firewall and WAN firewall services, next to the firewall at your location.
- This service is offered in collaboration with our partners Vanroey and Atos and for which we have incident resolution service agreements but we also have configuration & management agreements with an underpinning contract.

#### **Remote firewall services including (free of charge):**

- All 3 tiers: Tier Maintained, Tier Monitored & Tier managed
- Support up and including the remote firewall of the customer
- Configuration & changes on existing FW infrastructure
- Patching / updating of firmware on FW device
- Incident handling (fi. Routing issue, access issue, ...)
- Standard changes/requests are unlimited included
- Non-standard changes however are limited in amount (FW related)

#### **Managed firewall services (with possible extra charge):**

- Purchasing of the FW and/or possible Router equipment
- Upgrading FW to higher model
- Yearly FW maintenance costs

### *DNS service (SV06.04)*

#### Our offer

ICT Chancellery has a top of the bill DDI infrastructure. Actually super HA because we also have a device in the Azure cloud environment synced with all other DDI environments. And a reporting service is available over DDI including occurred incidents.

If you have websites or other services that are hosted outside the environment of ICT Chancellery, this service is offered as an external service. Otherwise if websites or other services are hosted at the Chancellery this service is included as an infrastructure service.

This service included the administrative and configuration activities related with DNS and the registrar to be able to publish a website or a service.

#### **Included services**

- Maintenance, monitoring and management
- Creation, configuration and changes on DNS records
- Providing and maintaining certificates on which the Chancellery is the owner of the domain
- Patching and updating of firmware on DDI/DNS device(s)
- Incident handling (fi. DNS routing issues, accessibility issues on websites/services/...)
- Standard changes/requests



### *Network connectivity (SV06.05)*

#### **Our offer**

ICT Chancellery offers a network connectivity service. This includes the data connectivity between the customer premises and the outer network connectivity border controllers of the Chancellery.

This can be setup as a logical line or physical with different capacity requirement needs as well as being fully geographically redundant. The connectivity can be accomplished by preference over the Fedman-Belnet network with whom the Chancellery connects at PoPs BRUNOR, BRUSOU & BRUWET. Belnet will then search for the most optimal leased line for you.

As an alternative other solutions are possible e.g. frame agreement published by Gcloud with telecom provider Proximus or any other best suited offer as long as the line can be terminated in one of our 3 PoP locations (BRUNOR, BRUSOU & BRUWET).

ICT chancellery can also provide the connectivity equipment, the configuration and management at the customer location to interconnect.

### *Dedicated Web Publishing (SV06.06)*

#### **Our offer**

ICT Chancellery offers a Dedicated Web Publishing service. This service allows our customers to make advantage of our ICT Chancellery load balancing infrastructure.

If you have websites or other services that are hosted outside the environment of ICT Chancellery, this service will allow you to make use of this service. If your websites or other services are however hosted at the Chancellery this service is included as an infrastructure service.

This service included also Incident handling (fi. Load balancing, port forwarding/port rerouting, ...), the administrative and configuration activities related with Load Balancing.

### *Managed LAN services (SV06.07)*

#### **Our offer**

Managed LAN services includes a 3 TIER LAN service offering. ICT Chancellery will arrange together with you as customer what level is best to take for your situation in regards what is done by local ICT and what will be done by ICT Chancellery:

- **Maintained**  
A combination of maintenance of your local area network equipment and devices, plus, when they're needed, a local engineer to visit your site, diagnose the fault and either fix or replace the firmware or the entire kit.
- **Monitored**  
Network and device monitoring with incident management. We monitor your network's performance remotely and alert you and also automatically generate a incident ticket for our technicians.
- **Managed**  
This tier supports every aspect of your network resources and infrastructure including, change-management, configuration, performance optimisation and security. It also extends to problem-solving, and regular service reviews and reports - all with the aim of making your network resources and infrastructure work better.



### Advantages Managed LAN services

- A Tailored Service: our services are exclusively tailored to your exact technical and business requirements
- Expert resources: our specialist technical assistance center and field engineers support any issue or requirement, from software updates to major fault resolution
- Profit from large playing field: due on having lots of customers, a very large LAN operation presence, issues are most likely already captured and remediated before they occur locally.

### Services included

- Tier Maintained & Tier Monitored (these tiers are provided)
- Support up and including the remote router of the customer
- DDI related services (DHCP, internal DNS, IPAM)
- Tier Managed (this tier is at an extra charge & comes also with the following additional services)
- Configuration & changes on existing LAN infrastructure
- Patching / updating of firmware on all networking devices (switches, routers, firewalls, wifi accesspoints in our management)
- Incident handling (fi. malfunctioning of a switch, incident on an accesspoint, ...)
- VLAN configuration for end users help for local ICT
- A number of non-standard changes that can be freely asked and executed by ICT Chancellery collaboration (WIFI & LAN related)
- Standard changes

### Services excluded

The following services can be provided by external parties and have to be paid directly to these parties. Exception however for WIFI access points provided by the Chancellery.

- Mounting wifi accesspoints in the building(s) on walls and on ceilings
- Physical installation of cabling in the partner building(s)
- Patching of end-user devices with the LAN-switch (this is responsibility of local ict)