



CEDEFOP ICT PROFILE

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1.1. Position in the organisation

See the organisational chart on Cedefop's web site

<http://www.cedefop.europa.eu/EN/about-cedefop/who-is-who/1095.aspx>

1.2. Human sources in the ICT

Cedefop's ICT service currently comprises of 6 experienced individuals, involved in project coordination, software, web and database development, technical administration and support (systems, network, security, firewall, web servers, Livelink, etc.)

All Cedefop's websites, services, information systems, applications, the Livelink document management system, servers, databases and technical equipment are hosted internally and being managed, supported and developed by the ICT service. Some development and support is outsourced; outsourcing is managed and controlled by the ICT service.

1.3. Network and telecom profile

1. The internal network (LAN) is based on a switched 10 Gigabit Ethernet backbone using Cisco technology and VLAN architecture. Current Internet bandwidth: 80 Mbps over a double wireless link and through the Gigabit backbone of GRNET. Backup Internet connection through wireless link with a Greek ISP (8 Mbps).
2. Connection with the sTESTA network of the European Commission (connects to the EC Intranet and other online services such as CIRCA).
3. Security: firewall / IDS (Checkpoint FW-1), e-mail security and centrally managed anti-virus systems (F-secure).
4. Siemens Hipath 4000 HDMS Telephone Center, with Siemens Xpressions.

1.4. Systems

1. The main operating system infrastructure is built on a Microsoft Windows 2008R2 Active Directory network controlled by a number of domain controllers (Single Forrest – Single site).
2. A High Available Virtualization infrastructure exists based on Microsoft Windows 2008R2 and Windows 2012 Hyper-V servers. It's built on Hewlett Packard Blades and EVA storage.

3. The business critical services are supported by pairs of clustered systems connected using Fibre Channel Switches to SAN Storage systems (all Hewlett Packard EVA), as follows:
 - File and Print services are controlled by a two-node clustered system (active-passive) based on Windows 2003 Advanced Server.
 - Document Management, Workgroup and Intranet Services based on the Opentext Livelink Software Platform are hosted in a two-node active-active Windows 2003 R2 Advanced Server cluster (all Hewlett Packard Blades connected to HP EVA Storage). Extranet access is supported via an external Livelink front- end.
4. e-mail services are based on Microsoft Exchange 2010 running on Virtualised servers providing also OWA connectivity.
5. Large scalable storage capacity with several TB exists. Backup is done with Brightstore Arcserve software, using one HP MSL tape library with three LTO-5 drives, directly connected to the SANs.
6. There are also several standalone File, Print, Web, database and document servers, running MS-Windows OSs (Windows 2003R2, 2008R3 and a few 2012) and some Linux servers (DNS, network and systems monitoring and logging).

1.5. Email

1. Internal Email services run on Windows 2008R2 Enterprise Server and Microsoft Exchange Server Enterprise 2010.
2. Front end Internet e-mail security gateway is running on Clearswift's MIMESweeper, and screening from spam and virus threats.

1.6. Web infrastructure

1. The Cedefop web portal CMS is RedDot (OpenText web solutions) v10, databases are MS SQL 2005, Microsoft .NET technology.
2. Web log analysis, statistics and analytics is done with WebTrends Marketing Lab 2 (v9). The primary search engine for Cedefop's websites is the licensed Google Custom Search, Business Edition.
3. The Europass website (Europass CV, Language Passport, Mobility, Diploma/Certificate Supplement - <http://europass.cedefop.europa.eu>) is based on JSP/Jakarta/Tomcat/Apache web technologies and MS-SQL DB Server and is running on various Hewlett Packard Blade servers and some Virtual Machines..
4. The web based Information System "OLIVE" (<http://studyvisits.cedefop.europa.eu>) is used for managing a decentralised network of study visits exchanges. It is running on Windows 2003R2 / IIS 6 / ASP / Sybase 15 on a server of Cedefop's Study Visits service.
5. Cedefop's Library system (linux) hosts a web site (libserver.cedefop.europa.eu) on an Apache server and is running the Aleph library system.
6. Extranet functionalities (<http://extranet.cedefop.europa.eu>) are implemented on Livelink (see below)

1.7. Internal Database / Information Systems and Applications

1. Cedefop's custom-made Financial, Budgetary, Accounting and Human Resources ERP system ("Fibus"), built on Power Builder 8 and Sybase ASE 12.5, is hosted on a dedicated Hewlett Packard DL380 running Windows 2003R2 OS.
2. The Library system (Aleph v.14.2.9) of Cedefop is hosted on a Hewlett Packard DL380 server running Red Hat Linux and Oracle 8.17.
3. Opentext Livelink is being used as a Document Management, Groupware, Workflow and Intranet/Extranet Integrated Information System. Cedefop's Intranet is based on Livelink.
4. "Contacts Database" is a web-based application built with Microsoft Dynamics CRM 2011, which mainly performs contact management for centralised storage of contact communication history and Marketing to manage campaigns for lists of existing contacts.

1.8. Desktop environment

The desktop environment includes approximately 160 PCs, running Windows 7 Professional, Office 2010 and ~30 printers and multifunction machines.

1.9. Audio-visual systems

Advanced videoconferencing infrastructure and know-how exists.