



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 department 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 department. Some development and support is outsourced; outsourcing is managed and controlled by the ICT department.

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: 20 Mbps over the Gigabit backbone of *GRNET*. Backup Internet connection through wireless link with OTEnet (1 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 unified messaging for voicemail and e-fax.

1.4. Systems

- (1) The main operating system infrastructure is built on a Microsoft Windows 2003 Active Directory network controlled by 2 domain controllers (Single Forrest – Single site).
- (2) The business critical services are supported by three pairs of clustered systems connected using Fibre Channel Switches to one SAN Subsystems (Hewlett Packard EVA-4000), as follows:
 - (a) File and Print services are controlled by a two-node clustered system (active-passive) based on Windows 2003 Advanced Server (two Hewlett Packard Blades BL460 connected to the EVA-4000 Storage).
 - (b) Internal e-mail services are based on six servers including a two-node active-passive Windows 2003 R2-64bit – Exchange 2007 cluster providing also OWA connectivity. All six servers are Hewlett Packard Blades 460c connected to the EVA-4000 Storage.
 - (c) Document Management, Workgroup and Intranet Services based on the Opentext Livelink Software Platform are hosted in a two-node active-active Windows 2003 Advanced Server cluster (Hewlett Packard Blades BL460 connected to the EVA-4000 Storage). Extranet access is supported via an external Livelink front- end..
- (3) Large scalable storage capacity with several hundreds of GB exists in a few tens of hard disks resides in the SAN. Backup is done with Brightstore Arcserve software, using one HP MSL6060 tape library with four SDLT drives, directly connected to the SANs.
- (4) There are also several standalone File, Print, Web, database and document servers, running MS-Windows OSs (Windows 2000, 2003 and very few 2008) and some Linux servers (DNS, network and systems monitoring, logging, mailing lists and apache).

1.5. Email

- (1) Internal Email services run on Windows 2003 Advanced Server and Microsoft Exchange Server Enterprise 2007.
- (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 new Cedefop web portal has been launched in 15/12/2009: 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 (v8.5). 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 DL360 and 380 servers.
- (4) The web based IS "OLIVE" (<http://studyvisits.cedefop.europa.eu>) is used for managing a decentralised network of study visits exchanges. It is running on Windows 2003 / IIS 6 / ASP / Sybase 15 on the "New-Idefix" server of Cedefop's Study Visits department.
- (5) Cedefop's Library hosts a web site (libserver.cedefop.europa.eu) on an Apache server, running on the Aleph system and on the IBM AIX/RS6000.
- (6) Extranet functionalities (<http://extranet.cedefop.europa.eu>) are implemented on Livelink (see below)
- (7) A web proxy server ("squid") with 50GB cache is playing the role of a Web gateway to Cedefop's Brussels office computers.

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 2003 OS.
- (2) The Library system (Aleph v.14.2.9) of Cedefop is hosted on an 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) "Myfibus" is a web-based personalised employee information system based on Microsoft ASP.

1.8. Desktop environment

The desktop environment includes approximately 160 PCs, running Windows XP Professional, Office 2003 and ca 30 printers and multifunction machines.

1.9. Audio-visual systems

Advanced videoconferencing infrastructure and know-how exists.