

**DECISION No MB/2019/19 by the Management Board of the Agency for support for the
Body of European Regulators for
Electronic Communications (BEREC Office) concerning the information and
communication system for BEREC, the Commission and the NRAs**

The Management Board of the BEREC Office,

HAVING REGARD to the Regulation (EU) 2018/1971 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL establishing of 11 December 2018 establishing the Agency for Support for BEREC (BEREC Office), amending Regulation (EU) 2015/2120 and repealing Regulation (EC) No 1211/2009 ("BEREC Regulation") and in particular to Art.5 and 41, thereof.

HAVING REGARD to the composition of both the Board of Regulators and Management Board of the BEREC Office, as foreseen in Articles 7, 15 of the BEREC Regulation.

Whereas:

The BEREC Office has the task to collect information from NRAs and exchange and transmit information in relation to the regulatory tasks assigned to BEREC.

The BEREC Office should establish a common information and communication system to facilitate communications between all authorities involved in the work of BEREC.

In order to improve communication and collaboration amongst BEREC members, in 2014 BEREC Office developed BERECnet as a collaborative platform based on SharePoint online for exchange of documents and information between the BEREC members and observers.

BERECnet has functioned up to now as an internal IT system aimed at sharing information and facilitating collaboration between NRAs, BEREC Office and European Commission by guaranteeing a quick flow of information between users and the timely and security management of different kind of information.

Art. 41 of the BEREC Regulation requires that the BEREC Office shall establish and manage an information and communication system with at least the following functions: (a) a common platform for the exchange of information, providing BEREC, the Commission and NRAs with the necessary information for the consistent implementation of the Union regulatory framework for electronic communications; (b) a dedicated interface for requests for information and notification of those requests as referred to in Article 40, for access by BEREC, the BEREC Office, the Commission and NRAs; (c) a platform for early identification of the need for coordination between NRAs.

BEREC Office designated staff members and members of an ad-hoc Advisory Committee (AC) of NRA representatives (ICT experts) from ComReg, BNETZA, ANACOM, were called to jointly assess the suitability of the BERECnet system against the requirements of Art.41 of the BEREC Regulation.

The conclusion of the assessment was that the current BERECnet fully satisfies those requirements, however it needs to be upgraded in order to better respond to the needs of its users.

HAS DECIDED:

Article 1

The current system (BERECnet) fully satisfies the requirements and functions of art. 41 of the BEREC Regulation and can be considered (in an updated version) as the information and communication system for BEREC, the Commission and the NRAs that BEREC Office shall establish and manage to support the work of BEREC.

Article 2

BERECnet needs to be upgraded in terms of functionalities in order to better respond to the needs of its users as they have been indicated in the survey BEREC Office launched in March 2019 and in the workshop that took place in June 2019. The BERECnet features needing an upgrade are listed in the Annex-1 hereby attached.

Article 3

CANCOM has made an offer for the BERECnet system upgrade which is enclosed to the Annex-2 of this decision. The offer presents a number of scenarios for updating and improving the functionalities of BERECnet and for hosting BERECnet on CANCOM servers instead of the Microsoft cloud where is currently hosted.

Article 4

The Management Board decided that the most appropriate scenario for the upgrade is Option-2 for development with hosting in one data center as it is summarized in Annex-2.

Article 5

These provisions shall enter into force on the date of the adoption by the Management Board.

Done at Malta, on 06-12-2019

For the Management Board



Jeremy Godfrey

Chairperson for 2019

ANNEX-1: High level features of BERECnet to be updated

Based on inputs received by BERECnet users from a survey launched by BEREC Office in March 2019 and a workshop on the BERECnet upgrade organized in June 2019, it was concluded that the following features of BERECnet require upgrade:

1. **Data & User Migration:** the users from Azure AD will be exported. The usernames will be updated according to the new environment;
2. **Functional Migration:** Technical Perspective: workflows, current look and feel of BERECnet site collection and AVC booking calendar can be back-migrated to SharePoint 2019;
3. **Password Change:** Functional optimizations for an action to update the user password.
4. **Search optimization:** Global Search – Improved search capabilities allowing the users to search in the entire BERECnet;
5. **EWG Site Template:** a set of document libraries with associated content types will be defined according to the BO needs and processes (meeting, project, internal and public documents). The content types will include - classification, type of document, status;
6. **BERECnet landing site optimization:** Creation of a new document library, that will include all the published/final doc. versions;
7. **Permissions management:** Functional optimizations linked to the existing navigation links of the EWGs will be replaced to an intermediate page. The EWG Owner(s) will have the possibility to approve/decline the request. The site administrator will have a dedicated section to add and manage the CN members and their rights;
8. **UI/UX Improvements:** User interface set of changes will be applied on the Landing page of the BERECnet and EWG home pages;
9. **Existing documents migration:** Automatized (PowerShell script) process which will be responsible to migrate the existing data/documents to new instances;
10. **Permissions Overview:** Functional optimizations providing the possibility for the system to add/update/remove the permissions for users in more efficient, centralized and structured way. A custom page "Permissions Overview" will be implemented;
11. **AresBridge Integration:** Custom button will provide the possibility to send the document to Ares (the BEREC Office document management system) via Web Services. The connection to Ares will be made through a custom implemented Web Services;
12. **Member leaving the company process:** A dedicated page will be created for the Owner /Responsible of a EWG in order to be able to create a request to BO to remove user permissions from the system;
13. **User management:** A dedicated area will be created for user management purposes (Request for user creation/removal/suspension/re-activation – NRAs, Requests administration – site admin);

ANNEX-2: Upgrade and hosting scenario selected

Four scenarios have been received from the contractor for the update of BERECnet (i.e. two implementation scenarios with one or with two data centers) as it is indicated on Table-1.

Table-1: Scenarios received for the upgrade of BERECnet

		One Data center		Two Data centers	
		Option 1	Option 2	Option 1	Option 2
One time costs	Implementation time	30 weeks	34 weeks	30 weeks	34 weeks
	Infrastructure	31.269,08 €	32.380,02 €	51.303,74 €	52.414,68 €
	Implementation cost (no assumptions - no risks)	277.530,00 €	306.700,00 €	291.130,00 €	320.300,00 €
	Implementation cost (with assumptions - but low risks)	224.555,00 €	266.900,00 €	238.155,00 €	280.500,00 €
	Total costs for migration&optimization (no assumptions - no risks)	308.799,08 €	339.080,02 €	342.433,74 €	372.714,68 €
	Total costs for migration&optimization (with assumptions - but low risks)	255.824,08 €	299.280,02 €	289.458,74 €	332.914,68 €
Yearly costs for operations	Yearly costs (for infrastructure)	76.220,60 €		152.441,21 €	
	Availability*	98.5% Yearly: 5d 11h 29m 14.3s Monthly: 10h 57m 26.2s Weekly: 2h 31m 12.0s Daily: 21m 36.0s		≥ 99.5% Yearly: 1d 19h 49m 44.8s Monthly: 3h 39m 8.7s Weekly: 50m 24.0s Daily: 7m 12.0s	

Given the available scenarios, the time of implementation, the economics of the project and procurement limitations for the future development of BERECnet, the BEREC Office representatives and the members of the BERECnet Advisory Committee have concluded that the proposal for the development of BERECnet indicated as **Option-2 with One Data Center architecture**, is considered as a the preferred option for the further development of the system.

Both the BERECnet Advisory Committee and the BEREC Office representatives involved in the BERECnet upgrade exercise, believe that this proposal is the optimum option for the future of BERECnet.

The main parameters (linked to costs, time and infrastructure availability) of the recommended scenario includes are the following:

- One-time costs for migration & optimization (scenario with maximum automation and one Data Centre Option-2): **299,280.02 EUR**
- Time for project implementation: **34 weeks**
- Yearly operational costs for infrastructure: **76,220.60 EUR**
- Guaranteed Infrastructure Availability: **≥ 98.5%**