

Conseil sur les affaires générales et la politique de la Conférence – mars 2017

Document	Document préliminaire <input checked="" type="checkbox"/> Document de procédure <input type="checkbox"/> Document d'information <input type="checkbox"/>	No 20 de mars 2017
Titre	Modernisation de l'infrastructure informatique et de l'environnement de gestion de l'information du Bureau Permanent, y compris la migration vers le cloud	
Auteur	Bureau Permanent	
Point de l'ordre du jour	Point VI.5.d.	
Mandat	Sans objet	
Objectif	Informers les Membres : de la nécessité de moderniser l'infrastructure informatique et l'environnement de gestion de l'information du Bureau Permanent ; des avantages à tirer d'une telle modernisation ; des investissements nécessaires pour en tirer des bénéfices ; solliciter des contributions volontaires de la part des Membres afin de pouvoir procéder à des investissements.	
Mesure(s) à prendre	Pour approbation <input checked="" type="checkbox"/> Pour décision <input type="checkbox"/> Pour information <input checked="" type="checkbox"/>	
Annexe(s)	1. Étude préparée par KBenP (disponible en anglais uniquement) 2. Étude préparée par Aeon (disponible en anglais uniquement)	
Document(s) connexe(s)	Sans objet	

A. INTRODUCTION

1. Au cours de la dernière décennie, des transformations significatives sont intervenues dans le domaine des technologies de l'information et de la gestion de l'information, en particulier en matière de communication, d'accès aux données, de collaboration, de stockage et de sécurité. L'infrastructure informatique locale du Bureau Permanent, mise en œuvre vers la fin des années 1990's, offre des services moins poussés et moins efficaces que d'autres solutions qui sont désormais disponibles, à l'instar du cloud. Il est aujourd'hui crucial pour le Bureau Permanent d'aligner de façon plus efficace ces dépenses informatiques sur les niveaux de services actuellement offerts par le marché.

2. En outre, le Bureau Permanent doit moderniser ses outils de gestion de l'information. Le Bureau Permanent a conceptualisé, à l'origine, son approche de la gestion de l'information en 2003, dans le Rapport Reeks. Toutefois, si les outils sont les mêmes depuis 2003, les besoins du Bureau Permanent en matière de gestion de l'information ont évolué de manière significative, en particulier dans le domaine de la gestion des documents, de l'échange d'informations et de solutions de travail collaboratives. Malgré certaines améliorations réalisées en interne, le Bureau Permanent n'est plus en mesure de pourvoir à ses besoins en matière de gestion de l'information et des difficultés existent.

3. Le système de gestion de contenu et de relations clients du Bureau Permanent peut parfaitement servir d'exemple. Ce système est actuellement utilisé pour gérer les contacts, la correspondance et les documents importants du Bureau Permanent, constituant ainsi le pilier de sa mémoire institutionnelle. Acheté en 1997, le système a été spécifiquement adapté aux besoins du Bureau Permanent, or, les services de maintenance de ce système se sont arrêtés en 2014 et ne sont plus accessibles sur le marché pour cause de vétusté. Depuis cette date, il convient de recourir aux services de spécialistes relativement chers pour s'assurer que le système de gestion de contenu fonctionne avec les dernières améliorations de Microsoft Office. En outre, les dysfonctionnements sont réguliers, ce qui impacte de manière négative le travail du Bureau Permanent.

4. La modernisation de l'environnement informatique et de gestion de l'information, y compris le remplacement du système archaïque de gestion de contenu représente un élément central de la stratégie pluriannuelle en matière informatique et de gestion de l'information du Bureau Permanent. Cette stratégie vise à élaborer et mettre en œuvre des solutions efficaces et économiques qui répondent aux besoins immédiats et à long terme du Bureau Permanent en matière informatique et de gestion de l'information. La mise en œuvre d'une telle stratégie se fera au profit des Membres de l'Organisation.

5. Il est possible d'amortir en partie le coût de cette modernisation en échelonnant les différentes étapes sur deux Exercices financiers. Néanmoins, des fonds supplémentaires restent nécessaires ; le Bureau Permanent propose donc de financer cette modernisation au moyen de contributions volontaires des Membres.

B. ANALYSE DE RENTABILITÉ

6. En 2016, le Bureau Permanent a demandé à un expert informatique indépendant, KBenP, de réaliser une étude dans l'optique de proposer non seulement une solution pérenne concernant les nouveaux outils à adopter, mais aussi de définir une stratégie informatique efficace.

7. L'étude réalisée par la société KBenP (annexe I, en anglais seulement), montre qu'il ne serait pas rentable de remplacer le système de gestion de contenu actuel par une autre solution locale. L'étude conseille une intégration maximum des solutions. De plus, au vu des progrès des services offerts par le cloud, les conclusions de l'étude recommandent au Bureau Permanent de migrer son infrastructure dans le cloud et d'utiliser une solution SaaS¹ : la suite Microsoft Online 365.

¹ Software as a Service.

8. Aeon, le prestataire des services informatiques du Bureau Permanent, a approuvé la conclusion de l'étude et a produit un rapport (annexe II, en anglais seulement) portant sur les implications financières de l'infrastructure informatique actuelle.

9. En améliorant la synchronisation et le partage des données en toute sécurité, l'utilisation de Microsoft Online 365 optimiserait le travail collaboratif, tant en interne qu'avec des acteurs externes. Sur le plan technique, les processus de workflow et autres outils mis à disposition par Microsoft Online 365 permettraient une gestion plus efficace et plus rapide des tâches quotidiennes. D'un point de vue plus général, cela permettrait d'améliorer la collaboration avec les Bureaux régionaux et de centraliser et d'optimiser la mémoire institutionnelle de la Conférence de La Haye.

10. En outre, les mises à jour constantes de la plateforme Microsoft Online 365 assurent de bénéficier des derniers services offerts par le marché et d'éviter ainsi les problèmes d'obsolescence rencontrés aujourd'hui.

11. L'utilisation de Microsoft Online 365 permettrait au Bureau Permanent de couvrir ses besoins en termes de gestion de l'information, d'améliorer tant sa productivité que les services apportés aux États membres.

C. INVESTIR DANS UN NOUVEL ENVIRONNEMENT INFORMATIQUE ET UNE NOUVELLE GESTION DE L'INFORMATION

12. La nécessité d'investir dans un nouvel environnement informatique et de gestion de l'information compte deux parties distinctes : l'investissement relatif à la migration vers un nouvel environnement et la maintenance de ce nouvel environnement. Les deux Rapports examinent, quoique à des niveaux de détail différents, cette nécessité d'investir.

13. Concernant le coût total du projet de migration des données dans le cloud, une estimation a permis d'avancer le montant de 50 000 €. Cependant, ce montant exclut les coûts de formation des employés ainsi que des frais uniques liés au remplacement de certains équipements. Le projet étant actuellement en cours de discussion avec des experts de Microsoft Online 365, le Bureau Permanent n'est pas encore en mesure de présenter un montant définitif. Le coût exact sera connu dans le courant du mois d'avril 2017.

14. Les coûts de maintenance d'un système dans le cloud seraient similaires à ceux liés à l'infrastructure actuelle, plus désuète.

D. CONCLUSION

15. La modernisation de l'environnement informatique et de gestion de l'information du Bureau Permanent est une nécessité. Réalisée dans de bonnes conditions, elle engendrerait une nette amélioration des performances et des services apportés aux Membres. Un nouvel environnement permettrait de réduire les frais d'intervention extérieurs et le manque à gagner généré par l'environnement actuel obsolète.

16. Si le Bureau Permanent est en mesure d'élaborer une stratégie quant au développement du projet et peut ainsi espérer répartir les dépenses de la migration sur deux Exercices financiers pour en amortir les coûts, une aide financière des États reste essentielle à la mise en place du nouvel environnement et à sa migration, tout en assurant une transition efficace et sans accroc.

A N N E X E S

IT Study – The Hague Conference on Private International Law (HCCH)

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October 2016 v2

KBenP

informatie op orde

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1. Introduction

In the 1990's the Permanent Bureau (PB) of the HCCH implemented a local IT infrastructure based on a local network. This network and infrastructure have been maintained since then by a service provider.

Since the 1990's the way information is handled by employees within the Permanent Bureau has changed dramatically. Physical mail has been replaced with email and multiple devices are used to access information from within the Permanent Bureau or when on a mission.

In order to access documents from outside, a VPN / Terminal Server was realized in the 2000's. In the recent years a small group of persons experimented with MS365 to share and work together on documents.

Furthermore, the current system (called RBS Perfect View) which is used to register and manage all contacts, email and documentation, needs to be migrated. The developers of the RBS have retired in 2014, and the system needs to be replaced, as it is not maintained anymore and encounters numerous bugs.

The RBS was developed for the specific needs of the Permanent Bureau in 1997, and was at some point also used to register important documents. Because it has been used for the last 19 years, the RBS represents in fact the foundation of HCCH's collective memory.

In conclusion, the HCCH needs to implement a new solution to cover their old and new needs in information management. At the same time, HCCH needs to make a strategic choice for its IT infrastructure by either keeping it local or to move to the cloud.

2. Research method

During this study multiple documents have been studied to acquire a clear view of the current situation. Part of this desk research focused on the current hard- and software situation, and part focused on the business needs. The information thus obtained, was used to conduct interviews with relevant stakeholders.

The following documents were used during this study:

- Annual Report 2015
- Classification scheme and archives retrieving
- Courier
- Defining IM needs
- RBS PV retrieval
- Registering and archiving procedures
- Software overview HCCH

Multiple interviews were conducted to get more insight knowledge about the current situation and the needs of the business.

The following employees have been interviewed:

Ms Anna Koelewijn	Ms Livia van der Graaf	Mr Stuart Hawkins
Ms Maryze Berkhout	Mr Frederic Breger	Mr Thomas John
Mr Philippe Lortie	Mr Brody Warren	Mr Willem van der Endt
Ms Laura Martínez-Mora	Ms Lydie de Loof	Mr Christophe Bernasconi
Ms Ning Zhao	Ms Aurélie Mercier	Ms Marta Pertegás
Ms Laura Molenaar	Ms Ana Zanettin	
Ms Sophie Pineau	Ms Marie-Charlotte Darbas	

To be able to compare the different available solutions in the market, we have created an overview of functional requirements. This overview is based on desk research and the results of the interviews. In our market analyses we have explored the financial costs of the available solutions as well.

Based on the market analyses we have come to a conclusion which scenario best fits the needs of HCCH. An estimate is included on planning, risks, impact on the IT organization and other software, human effects and migration.

3. Comparison

3.1. Solutions

When looking at the basic needs of HCCH only two sensible options are available. When it comes to an integrated and sustainable solution the options are Microsoft or Google. For an organization with this (small) size of HCCH, these two are the two manageable and affordable solutions. Microsoft offers an integrated solution called Office 365. Most of the requirements will be covered by Microsoft SharePoint, as part of Office 365. Google offers Google Apps for Work. Both solutions cover the same basics requirements on document and email handling.

An unattractive option is to choose for a combination of multiple stand-alone solutions. The downside when choosing for a combination of solutions will be the complexity of maintaining them as well as the costs.

3.2. Requirements

The table below shows the requirements of HCCH. RBS is lacking some of these requirements at this moment. Both Microsoft and Google offer a solution that marches the needs of HCCH.

	RBS	Microsoft	Google
Document Management			
General			
Classification of documents and emails	v	v	v
Search in metadata	v	v	v
Search full text	x	v	v
User friendly and intuitive solution	x	v	v
Accessibility from everywhere, anytime	x	v	v
Mail management: to store different format: msg with attachments, PDF, word (old versions)	v	v	v
Documents			
Registration of documents	v	v	v
Use of multi-language templates (40)	v	v	v
Automated version control	x	v	v
Share documents with a group or individual	x	v	v
Create confidential document for a group or individual	x	v	v
Work together in the same document	x	v	v
Add metadata to the document: (ID, sender, date, object, classification, etc.)	v	v	v
Email			
Registration of in and out coming mails (44.500 incoming mail cards, 61.000 out coming mails cards)	v	-1	-2
Link incoming and outgoing mail	v	-3	-4

¹ Add-on required (example: <https://www.youtube.com/watch?v=mqKzgHTqlmI>)

² Add-on required

³ There is no possibility to link mails from personal mailboxes

⁴ There is no possibility to link mails from personal mailboxes

Record Management			
Rights managements: prevent a record to be erased or/and moved	x	v	v
Archiving and storage of records	x	v	v
Client Relation Management			
Companywide shared organizational (5.600) and personal contact cards (18.000).	v	v	v
Expandable metadata on contacts (personal information, multiple job titles, etc)	v	v	v
Merge contacts to Word (letters) and Excel (lists of participants)	v	v	-5
Merge contacts to Outlook (mailing)	v	v	-6
Multilingual card (TBD)	v	v	x
List management (to create and update mailing lists and send mailings)	v	v	v
Search on all fields	v	v	v
Link documents to contacts	v	v	v
Extra			
Time registration	x	-7	-8

3.3. Integration

The main difference on both solutions is the way to integrate with the software already used within HCCH.

Users are familiar with Microsoft products due to working with Word, Excel, Outlook and PowerPoint. SharePoint integrates perfectly with these solutions. To make fully use of the possibilities of Google everybody should also change from Microsoft Word to Google Docs, from Microsoft Excel to Google Spreadsheet, etc. When working with others outside HCCH this could lead to issues when opening a Google Doc in Microsoft Word.

3.4. Financial costs

The license model of Microsoft is rather complicated. To find out the optimal licensing structure an appointment with Microsoft is needed and can easily be arranged. Especially to find out the additional costs in comparison with the current costs for Word, Excel, Outlook and PowerPoint. The costs for Office 365 Business Essentials which includes SharePoint Online is € 80,40 yearly per person. Besides these costs, an add-on for email will be necessary for about € 50, - yearly per person.

The initial cost of using Microsoft SharePoint will be mainly focused on configuring SharePoint correctly and to migrate the current documents and contacts. The estimated costs for configuration will be between € 15.000, - and € 30.000. Migration will cost between € 10.000, - and € 20.000, -.

Google's licensing structure is a lot easier. The license will cost € 96, - yearly per person. No additional add-on is necessary when also using Google Docs, Spreadsheet and Mail.

The initial costs will be between € 10.000, - and € 20.000, - including configuration and migration.

⁵ When using Google Docs

⁶ When using Google Mail

⁷ Add-on required

⁸ Add-on required

⁹ GO Opleidingen is part of the KBenP Group

¹⁰ Fairpoint is part of the KBenP Group.

Yearly costs

	Microsoft SharePoint	Google
Office 365 Business Essentials	€ 80,40 pp	€ 96, - pp
Add-on for email	€ 50, - pp	-
Total	€ 130,40 pp	€ 96, - pp

Initial cost

	Microsoft SharePoint	Google
Configuration	€ 15.000, - and € 30.000,-	€ 10.000, - and € 20.000, -
Migration	€ 10.000, - and € 20.000,-	-

4. Conclusion

4.1. New solutions

When looking at the requirements of HCCH and the possible solutions we recommend to make use of Microsoft 365. The HCCH is already using Microsoft software and also changing the current software like Word and Outlook will put too much pressure on the organization. Besides, even though the two solutions both cover the basis needs of the organization, the working of SharePoint on Client Relation Management comes closest to the current functionality of RBS.

The downside of Microsoft 365 is the initial costs. Although a lot of the configuration could be done by HCCH itself, we strongly recommend to invest in professional consultancy. Making mistakes in the beginning could undermine the entire implementation and will result in higher costs later on.

4.2. IT infrastructure and organization

With the information from the interviews and the possibilities in the market, we looked at the following three scenario's:

1. The HCCH keeps its local IT infrastructure.
2. The HCCH migrates its infrastructure to the cloud.
3. Other alternative or hybrid solutions (if applicable).

When choosing for Microsoft 365, it is by far the best to migrate the infrastructure to the cloud. Although this research project primarily focuses on the difference in functionality of both solutions, it is the right strategy for now to choose for the cloud. Worldwide cloud services are getting more popular and some software will soon only be available in the cloud. Especially with the (small) number of employees of HCCH a cloud strategy makes sense. Besides, it will be difficult and quite a hassle to implement MS 365 locally.

Choosing SharePoint in the cloud will affect the current IT organization. It can implicate some hardware savings. At the moment HCCH has three servers, when migrating to the cloud, two might be enough.

When migrating to the cloud, people usually have questions about the safety of their sensitive documents (for example HRM files) while in fact the situation might improve. Since local applications can't be used from outside the office, employees use Dropbox, USB's or mail documents to their private accounts. With a web-application there is no need for these methods anymore.

Besides that, the security measure of a good cloud supplier will be of a higher quality than most organization can realize locally.

On the other hand, HCCH will need to develop in-depth knowledge of Microsoft SharePoint to realize maximal results of the software. To make sure there is always enough knowledge and to prevent vulnerability, we recommend to train a least two employees.

There are several companies that provide more advanced courses for SharePoint, for example:

- <http://goopleidingen.nl/haal-meer-uit-sharepoint>⁹
- <https://www.u2u.be/Search?q=sharepoint>
- <https://www.ettu.nl/adoptie/>
- <https://qnh.eu/diensten/>

4.3. Planning

The first step is to find a good partner to realize the new SharePoint solution. To get a more in-depth insight in the costs we recommend to contact multiple organizations to make an offer. Companies that can be contacted are:

- <http://www.fairpoint.coop/>¹⁰
- <https://www.motion10.nl/>
- <https://qnh.eu/>
- <http://www.perfectviewcrm.nl/>
- <https://www.ettu.nl/>

The total project will take at least 6 weeks to create a functional platform. The first weeks will be needed to make an in-depth analysis on how SharePoint should be configured and how to migrate the documents and contact cards from RBS. We recommend to migrate all content at once to minimize the period of using two systems.

When the functional platform is ready, the organizational implementation will start. If the Document Management structure and working procedures have to be changed, this will take up to 6 months to realize.

In the first months, employees will be less efficient as they would normally be. A loss of productivity needs to be taking into account.

4.4. Risks

The biggest risk to not making SharePoint a success for HCCH is the development and maintenance of rules and procedures on information management. As long as it is not clear for employees which procedures to follow, no software solution can be implemented successfully. Not having clear procedures, as understood by us in the interviews, is also one of the biggest complains at this moment when using RBS.

The other big risk for HCCH when using SharePoint is wanting to much. SharePoint, as a solution or software platform, doesn't have much limitations. All needs can be fulfilled with custom software added in SharePoint. We strongly recommend to start simple and to make only use of the standard functions of SharePoint, with the only exception the add-in for email integration.

4.5. Human costs

All employees need to be trained to make use of the new software. Training will cost from a couple of hours per person as a minimum to a full day, depending on their current ICT skills and the ambition of HCCH. Training for the end users could be given by someone within the organization. Basis SharePoint training for specialized employees start at around € 500,- for one day basis training.



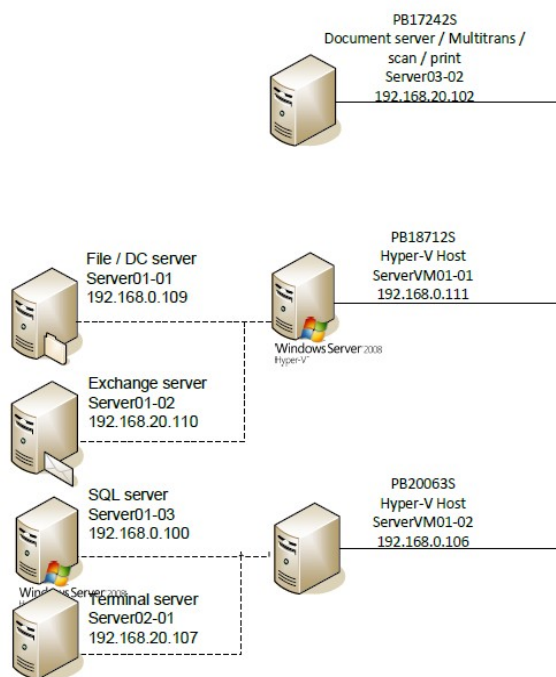
HCCH PerfectView replacement
Aeon Service ICT
Report based on the IT Study performed by KBenP.

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Various kinds of data

#	Information type	Stored on server
A	PerfectView related data	Server01-01
	Letters and e-mails	
	Scanned documents	Server03-02
B	Financial and personnel related data	Server01-01
C	User data (private)	Server01-01
D	Company data (ShareDat)	Server01-01
E	Scanned documents (Document server)	Server03-02



Budget

License price

- 29 permanent staff
- 5 temporary staff (on 1 year contract)
- 8 interns (from 2 to 6 months)

Business essentials	Business Premium*
SharePoint, Exchange and an online version of Microsoft Office	SharePoint, Exchange and a full license of Microsoft Office for installation on 5 devices of the same user
€ 4,20	€ 10,50

Staff	#	Business essentials	Monthly
Permanent staff	29	€ 4,20	€ 121,80
Temporary staff	5	€ 4,20	€ 21
Interns	8	€ 4,20	€ 33,60
Total monthly costs			€ 176,40

Staff	#	Business Premium	Monthly
Permanent staff	29	€ 10,50	€ 304,50
Temporary staff	5	€ 10,50	€ 52,50
Interns	8	€ 10,50	€ 84,50
Total monthly costs			€ 441,50

* Microsoft recommends the use of Office Click to Run (CtR) version (part of Office365 Business Premium) instead of the traditional Office2016 licenses. The CtR version is updated more frequently and in sync with ongoing development of SharePoint.

The online version of Office (Word, Excel etc.) does not have the same functions and capabilities as the locally installed version of Office. The Business Premium subscription contains a license of Office for installation on 5 machines of the same user. It can therefore be installed on a pc at home a tablet etc.

Migration costs

Data type A

Aeon can perform the migration of PerfectView related data with a specialized partner. We have contacted two partners who would like to schedule a meeting to discuss the options.

Data type B, C and D

The migration of data B, C and D is relatively straightforward and can be done with minimal downtime and hindrance.

Data type E

The options for migration need to be investigated

The configuration and migration cost will depend on the chosen scenario's and CRM system. The costs mentioned in the IT study done by KBenP can be used as indication for the actual costs.

Migration

Migration of metadata.

Not all metadata can be migrated to SharePoint. During the design of the SharePoint environment it will become clear which information will be lost.

The migration can be finished before July 2017.

Training

Users need to be trained in the use of SharePoint. The training (1-day training) can be given in the Office of HCCH or in a training location in The Hague.

CRM

- PerfectView is a CRM application with document management system (DMS) capabilities.
- SharePoint is a DMS with some CRM functions.

Has the impact of the loss of PerfectView CRM functions been investigated? In the report of KBenP we miss the choice for a CRM application.

In the e-mail send to us by Stuart, Charlotte mentions the choice of CRM and asks for a suggestion and an indication of costs.

The choice of CRM application needs to be made preferably before the migration to SharePoint. We would recommend Microsoft CRM (Dynamics) since Microsoft CRM which works seamlessly with SharePoint.

E-mail (Microsoft Exchange)

In Office365 the use of an Exchange e-mail server is included rendering the on premise Exchange server obsolete. A migration to Exchange online could be contemplated. The IT Study by KBenP does not mention a migration of the e-mail to O365.

Infrastructure

The migration to the Cloud has impact on the design of the infrastructure (see appendix). Fewer servers are needed. The file server the mail server and the terminal server could become obsolete. This would lead to one less server. The functions of the other servers could most probably be placed on one reaming/new server thus eliminating 2 servers from the network.

An extra internet connection is needed since internet outage will lead to downtime.

Thin clients cannot be used after migrating to the Cloud. This has impact on Interns the hearings in the Peace Palace and the drafting commission.

Maintenance and support

The need for server maintenance and support diminishes due to the migration to Office365. The need for 3 physical servers is no longer there. One physical server should suffice.

Workstations will play a more important role in a Cloud infrastructure. They need to be maintained in a different manner since the server that performed some maintenance tasks is no longer available.

Current support contract SLA Fixed price Annual fee € 36.144	Future support contract SLA Fixed price Annual fee € 33.000
Helpdesk	Helpdesk
Server maintenance (3 servers)	Server maintenance (1 server)
Desktop maintenance	Desktop maintenance
Infrastructure maintenance, router, firewall, switches, Wi-Fi	Infrastructure maintenance, router, firewall, switches, Wi-Fi
Monitoring of servers	Monitoring of server
Monitoring of back-up (servers)	Monitoring of back-up (server and SharePoint and Exchange)
Support during hearings	Support during hearings
Installation of servers, pc's, laptops etc. included	Installation of servers, pc's, laptops etc. included
Weekly visit of support engineer	Weekly visit of support engineer
Weekend and after office hours support	Weekend and after office hours support
Service Delivery	Service Delivery

Multiyear budget

Cost savings

By moving to the cloud costs can be saved.

- Recurring investment in hardware and software is no longer necessary
- The costs for maintaining and backing up of servers decrease.
- Insurances and energy costs can be saved

Extra costs

Other recurring costs must be anticipated

- Extra internet connection
- Replacement of the pc's at the peace palace
- Back-up subscription for Microsoft Exchange and SharePoint

Cost saving

Type	Yearly cost saving
Recurring investment in servers based on a 5 year depreciation	€ 6.000
SLA Aeon	€ 3.000
Server back-up	€ 1.200
Energy costs	€ 1.000
Estimate yearly cost saving	€ 11.200

Extra costs

Type	Monthly costs	Onetime costs
Ziggo internet connection	€ 102,50	
Onetime setup costs Ziggo		€ 1000 (estimate)
Replacement pc's Peace Palace		€ 550 (per pc)
Office365	€ 441,50	
Back-up subscription O365 e-mail	€ 75 (42 mailboxes)	
Back-up subscription SharePoint	€ 0,50 per GB	

Training costs

Training	
1 day SharePoint user training for a group of maximum 8 people course material for 8 people included. In training location in The Hague or in the Office of HCCH.	€ 1.500
1 day SharePoint site administrator training for a group of 8 people course material for 3 people included. In training location in The Hague or in the Office of HCCH.	€ 1.350

Risk analysis

- Security (overall)
- Single internet connection
- Temporary loss of staff productivity
- User adaptation need for training
- Possible loss of Metadata

(see Appendix below)

Appendix

Aeon Service ICT 23 January 2017

