EUROPEAN PARLIAMENT

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SERVICE DESCRIPTION

DOCUMENT CONTENTS

1   INTRODUCTION

This document describes the WiFi service provided by the European Parliament. This procedure has been drawn up by the DG ITEC in charge of designing the service.

This document is intended for all users and, therefore, sets out:

- o   the WiFi service provided by the European Parliament,
- o   the various access arrangements for each user group,
- o   the access procedures per user type (*access links appended*).

2   ASPECTS OF THE SERVICE DESCRIPTION

2.1   WHAT IS WIFI?

WiFi is a group of wireless communication protocols governed by IEEE 802.11 (ISO/CEI 8802-11) standards.

WiFi is a wireless broadband network which enables you, using a terminal such as a laptop or compatible portable terminal (e.g. iPhone), to **access your emails, public European websites and the Internet.**

2.2   WHAT IS THE EUROPEAN PARLIAMENT OFFERING WIFI USERS?

- Extension of WiFi coverage: Extended WiFi coverage in specific areas (*cf. Annex 4 / list of APs, buildings and zones covered*).

- Definition of various user profiles and their respective ways of accessing the WiFi service.

- Creation of access certificates for internal users, avoiding the need for them to authenticate themselves several times a day.

- Creation of simultaneous availability of the current **'EP Ext'**[1] SSID and the '**EP Private'**[2] SSID, which is reserved for European Parliament internal users *(groups 1 & 2).* Each SSID is linked to a specific connection mode - "EP Private" being reserved for users connecting via their (pre-installed) certificate, and "EP EXT" for the connections with manual authentication - and both enable an access to the same environment.

- Traditional IT support teams in line with user profiles.

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[1] EP Ext: public wireless access point to the European Parliament's external WiFi network
[2] EP Private: private wireless access point to the European Parliament's internal and external WiFi network for user groups 1 & 2,

This service offer has been designed to provide these users with:

➢ **comfort**
- *use of personal or work terminals according to preference*
- *a very wide wireless coverage*
- *more mobility, such as the possibility of roaming from zone to zone*

➢ **optimum service quality**
- *'helpdesk' assistance in real time*

➢ **simplicity of use**
- *access with automatic authentication for 'internal users'*
- *access with manual authentication via a pop-up login*

➢ **access to a multitude of information, such as**
- *access to public EU sites (without authentication)*
- *internet access*

The European Parliament's WiFi Internet service is accessible 7 days a week and 24 hours a day in line with the European Parliament's opening hours, excepting potential periods of system maintenance.

2.3 WHO CAN ACCESS THE WIFI SERVICE?

Anyone with a compatible terminal[3] (e.g. PC, smartphone, tablet) can access the public sites of the European Parliament's institutions.

In addition, three user profiles have been set up to enable you to access further resources, such as internal secure applications like your webmail, your Epnet portal or even the Internet external to the European Parliament. These profiles have different features and access rights.

The first group is made up of:
- *MEPs,*
- *Assistants.*

The second group is made up of:
- *European Parliament officials and employees,*
- *Staff of the EP's Political Groups,*
- *External service providers with 'internal identifiers'.*

The third group is made up of:
- *External service providers without 'internal identifiers', such as freelance interpreters, one-off visitors, the media, officials from other institutions.*

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[3] Terminal (computer, tablet, mobile phone) equipped with a wireless technology system (802.11n, b, g)

These three user groups may henceforth access:

- the WiFi service <u>without authentication</u>, limiting their access to the EP's public websites,

- the service via <u>manual authentication</u>, using their own EP identifiers (group 1 and 2), or using a temporary login from the EP (group 3) which gives them access to the internet and the EP's public websites. *(cf. access procedure in Annexes 1/2/3)*

The first two user groups may also access, if they so wish:
- the service via <u>automatic authentication</u> using a certificate system - a pre-installed file on the terminal in use, as described below in this document. *(cf. access procedure in Annexes 1/2)*

2.4 HOW DO I ACCESS THE WIFI SERVICE?

2.4.1 Terminal used to access the service

To access the European Parliament's WiFi service, users have the choice between personal or professional devices.

All devices equipped with wireless technology *(802.11n, b, g)* can be used and there is <u>no limit on the number of devices</u>.

2.4.2 Access arrangements

2.4.2.1 <u>Without authentication</u>

By default, all users can use the WiFi service via a connection to the '<u>EP Ext</u>' WiFi network (access to the EP's public websites). You then simply open a browser and enter this address: *<u>http://www.europarl.europa.eu/</u>*.

To access other Internet sites you will need personal authentication, which is described in detail in the paragraphs below.

2.4.2.2 <u>With authentication</u>

- **Access with manual authentication**
  - If you are an MEP, an assistant, an official, contract agent or long-term service provider (*groups 1 & 2*), you will have available to you:
    - A connection giving free access to all Internet sites external to the European Parliament after entering your European Parliament internal access identifiers.

- If you are a European citizen, an interpreter, an external visitor to the European Parliament or an employee of another institution (*group3*), you will have available to you:
  - A connection giving free access to all Internet sites external to the European Parliament after entering the identifiers (user name & password) communicated to you by the ITEC service desk (Infocentre - Computer Room) *(cf. procedure in Annex3).*

> *It should be noted that when users are in an area not covered by the Parliament's WiFi signal their connection will be maintained for a short time. Users must only re-authenticate themselves using their personal identifiers after a prolonged absence from a WiFi-covered zone.*

- **Access with automatic authentication**

  - If you are an MEP, an assistant, an official, contract agent or long-term service provider (*groups 1 & 2*), you will have available to you:
    - An automatic connection giving full and unlimited access to the Internet, with the option of pre-installing an authentication certificate on your computer.

This option, reserved exclusively for MEPs and internal staff (users in groups 1 & 2) offers a connection to the service without the need for manual authentication through the pre-installation of certificates on a compatible terminal of your choice.

The certificates are files installed on terminals that enable the automatic authentication on the WiFi network. These certificates last five years and under no circumstances may the end user reuse or amend them. Only a dedicated helpdesk technician has the data enabling the certificate to be installed, deactivated or cancelled on the terminal used.

Once equipped with a certificate, users can connect automatically to the network called 'EP Private' via all the WiFi access points installed in the buildings.

> *It should be noted that, when users are in a zone which is not covered by the 'EP Private' WiFi signal and lose their connection, they will be automatically re-authenticated as soon as they re-enter an area where they receive the signal.*

2.5 WHO DO I CONTACT FOR ASSISTANCE?

➢ *If you are an MEP or assistant, you should contact:*
... the LSU MEP Helpdesk.

➢ *If you are an official or external long-term service provider, you should contact:*
... the ITEC Service Desk Infocentre - Computer Room.

➢ *If you are a freelance interpreter, visitor or other person, you should contact:*
... the ITEC Service Desk Infocentre - Computer Room.

2.6 WHAT ARE THE GUIDELINES FOR THIS SERVICE?

A note outlining the terms and conditions of use of the European Parliament's WiFi service including best practices of internet usage is available on the Intranet and accessible from:

http://www.itsdnet.ep.parl.union.eu/sdesknet/cms/lang/en/Home/IT_Services/wifi

2.7 ARE THERE ANY RESTRICTIONS ON THE SERVICE?

▪ Acceptance of and compliance with the terms and conditions set out in the internal rules of use mentioned above.

▪ The total available bandwidth is shared between all users.

▪ Access to the WiFi service is restricted to the coverage established by the European Parliament.

▪ The European Parliament is in charge of ensuring an appropriate performance of the WiFi network. For this purpose, it has the right to monitor the use of the WiFi network and its use by individual users and to take appropriate corrective measures and actions to solve potential problems.

WiFi is less suited to intensive use, such as simultaneous video streaming by several users. For large applications involving a large number of users, only cable access is appropriate.

3   COMPLIANCE WITH STANDARDS

The European Parliament WiFi project is being implemented in compliance with European and national standards on the protection of the environment against non-ionising radiation in connection with the restriction of the exposure of the general public to electromagnetic fields.

The European Parliament's WiFi project is complying with the strictest national implementation of the three European Parliament sites, in particular through the implementation by the Brussels Regional Authority of the Order on the protection of the environment against possible harmful effects and damage caused by non-ionising radiation, published on 1 March 2007.

The European Parliament's WiFi project includes a campaign of measures following the total installation of the WiFi system in order to ensure compliance with the Brussels Regional Authority's Order in all the areas covered by the service.

4   FREQUENTLY ASKED QUESTIONS

Common questions put by users to the WiFi support services can be accessed at:

http://www.itsdnet.ep.parl.union.eu/sdesknet/cms/lang/en/Home/IT_Services/wifi

5   ANNEXES: ADDITIONAL DOCUMENTS & PROCEDURES

Annex 1: Procedure for access to the EP's WiFi service - MEPs and assistants (group 1)

Annex 2: Procedure for access to the EP's WiFi service - officials and external listed service providers (group 2)

Annex 3: Procedure for access to the EP's WiFi service - interpreters, visitors, external unlisted service providers and employees of other administrations (group 3)
   a) freelance interpreters
   b) visitors, EU citizens and other unlisted external persons

Annex 4: Coverage of the EP WiFi service