



bric.brussels 

IT is for you

IT-Partner of the Brussels-Capital Region



01

MISSION STATEMENT

The Brussels Regional Informatics Centre (BRIC) is a public interest body that aims to become the technologically neutral, competitive, reliable and high-quality partner of all public institutions in the Brussels-Capital Region that wish to take an informed and proactive approach to introducing innovative and coherent ICT in order to maximise their efficiency on the one hand and provide the people and businesses of Brussels and visitors to the Region with user-friendly services on the other.



02

OUR PARTNERS

To fulfil its mission properly, the BRIC relies on two levels:

- in terms of human resources, the BRIC possesses IT skills through the non-profit association **IRISteam**, which has a team of over 350 staff.
- in terms of telecommunications, the BRIC possesses state-of-the-art facilities as a founding shareholder of the cooperative company **IRISnet**, which runs the Brussels-Capital Region's broadband telecommunications network.





As a Smart City pioneer, the BRIC is a vital element in achieving this regional ambition, following its common theme, **pooling**, which comprises four aspects.

03 OUR POSITION

The Government of the Brussels-Capital Region aims to make Brussels a full fledged Smart City:

an attractive and inclusive Region where new technologies underpin sustainable economic growth with sensible resource management and contribute towards improving the quality of life of every individual.

ASPECT 1 POOLING INFRASTRUCTURES

Through our Regional Data Centre

Spread over three geographically separate and redundant sites, the Regional Data Centre houses the IT equipment and servers used to store, process and protect the data of the Brussels public authorities.

Through IRISnet, our broadband telecommunications network

- Thanks to **IRISnet**, the entire Brussels-Capital Region benefits from a broadband network stretching over 320 km with a framework comprising at least 72 fibre-optic bundles.
- Thanks to IRISnet, we also have **Wifi.brussels**: free, secure Wi-Fi without volume restrictions, with hotspots at busy squares , etc. in the Brussels-Capital Region.
- The **Fiber to the School** programme aims to provide all the secondary schools in Brussels with a fibre-optic connection (100 Mbps).



ASPECT 2 POOLING PLATFORMS AND ICT SERVICES

- Through our **citizen platforms**
 - **IRISbox**, the Region's one-stop shop offering documents on line 24/7 as well as almost 300 interactive forms.
 - The **Fix My Street** application that can be used to report problems with roads, street lighting and public cleanliness brings together many regional bodies including Brussels Mobility, the 19 communes of Brussels, Sibelga, Proximus, Vivaqua and the Brussels public transport company.
 - The **smartcity.brussels** portal contains all the 'Brussels Smart City' information of the Brussels-Capital Region.



- Our **specific platforms** are key elements in the dematerialisation and modernisation of administrative procedures:
 - the **regional platform for pooling CCTV images** between the police zones, Brussels public transport, Brussels Mobility, Port of Brussels, etc; favors the homogenization of the used technologies as well as the real coherence of urban management (safety, mobility, intervention of emergency services, ...)
 - **BOS** for the electronic management of colleges, councils and deliberation processes.
 - **Nova**, the platform dedicated to the management of urban planning permits and environmental licences.



- With our **mutualized purchases** :
 - An advantageous, faster and secure purchasing experience with the **BRIC Central Procurement Agency** and the **e-Catalogue** (IT equipment, software and ICT services).
- Our **services** are also major pooling tools in the Brussels Region:
 - **our Internet Solutions**, for access with redundant connection and secure sharing of e-mails, electronic diaries and address books.
 - **our Security Solutions**: Backup online, Antivirus, Firewall, Virtual Private Network (VPN).
 - **Digital Public Spaces (DPS)**: public places for ICT access, initiation and assistance.

ASPECT 3 POOLING DATA

The BRIC serves as a vector for authentic sources and also promotes Open Data at various levels:

- **The definition of a strategy and a legal basis** with an **Open Data ordinance** and licences that can be adapted for the entire Region and an **ordinance creating Fidus**, the services integrator responsible for data exchanges and authentic sources across the Region.



- **The production of data** with **UrbIS@@ cartography**: the geographical databases of the Brussels-Capital Region are circulated free of charge under the Open Data licence system and constitute an authentic source.
- **The popularisation of Open Data**, organising and supporting many **hackathons** aimed at developing solutions that are beneficial to the Brussels Region, its businesses and its citizens.



- **The implementation and management of reference tools**, with the **opendatastore.brussels portal**, the sole access point to the open data sets of the Brussels public services and their partners or the **services integrator Fidus**, the legal administrator of electronic data exchanges from authentic sources for the Brussels institutions.



ASPECT 4 POOLING IT HUMAN RESOURCES

The regional, local and community public institutions can benefit from **cutting-edge IT skills** (specific or long-term services) via our partner, IRISteam, as well as the expertise of **specialised external consultants** through framework agreements concluded via the BRIC Central Procurement Agency.

04 FOCUS ON SECURITY



Security is a major social issue, whether it involves preventing terrorism, curbing delinquency or, in the digital era, protecting data.

The BRIC has become the preferred IT partner of **Brussels Prevention & Security (BPS)**, the regional body charged with the management of the prevention and security policy in the Brussels-Capital Region through:

- the establishment of a **regional Communication and Crisis Centre**
- the establishment of the **Centre for viewing and processing offences, supported by the regional CCTV platform**.

The regional CCTV platform integrates the various video camera networks so that images can be

shared to assist the different bodies involved (police zones, public transport, Brussels Mobility, Port of Brussels, etc.), complying strictly with the laws on privacy and the use of surveillance cameras.

The platform ensures better coordination of actions on the ground, real-time incident follow-up and the prevention and reduction of delinquency and terrorism. The platform will also gather data from the Automatic Number Plate Recognition (ANPR) cameras for police needs, section monitoring in tunnels and coverage of the low-emission zone (LEZ).

The BRIC also plays a major role in security through

- the implementation of **IT security infrastructures** and its **protection services**:
 - The **Regional Data Centre**, which ensures the security and confidentiality of data kept by the Brussels public authorities
 - **Antivirus**, real-time protection of workstations and servers
 - **Firewall**, the first line of defence against cyber attacks
 - **Backup online**, the data storage solution
 - **Virtual private Network (VPN)**, secure access to documents from your home or another location
- **personal data protection**, under the *General Data Protection Regulation (GDPR)*.
- strategic reflection and an advisory role in the field of **cyber security** among the Brussels institutions.



05 THE BRIC VALUES



CUSTOMER-CENTRIC

We offer professional, customer-centric solutions, placing our skills and enthusiasm at the service of our customers who can count on us. At the BRIC, customer satisfaction is in our blood. Our staff lie at the very heart of this special relationship, embodying the values of the BRIC.



COOPERATION

Close-knit teams perform better. We listen to our colleagues. We cooperate with them and we are open to a clear, warm and constructive dialogue. We get the best out of one another and this is how we make the most of the skills of every individual to achieve our common goals.



RESPECT

We respect our customers, strictly fulfilling our commitments, precisely and proactively. We are reliable and polite under all circumstances, reflecting our respect for our colleagues and our customers.

INNOVATION

We pick up the latest technological developments before they become mainstream. To develop solutions that make a difference, we adopt innovative methods. In doing so, we call upon the creativity of our staff. Thinking out of the box is an integral part of our DNA.



PUBLIC SERVICE

We deliberately opt for the public sector. We are at the service of the people of Brussels. The general interest is the main priority in every decision we take. We have a duty to offer high-quality services which will make an active contribution to the development of the Brussels-Capital Region.



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