

## ANNEX B5 – 4 COMPARATIVE TABLE FOR RESEARCH SERVICES IN DENMARK AND THE NETHERLAND

<i>SUBJECT</i>	<i>DENMARK</i>	<i>THE NEDERLAND</i>
<b><i>GENEREL</i></b>		
<i>The following institutions may be granted access to microdata</i>	<ul style="list-style-type: none"> <li>• <i>Departments at Danish Universities</i></li> <li>• <i>Public Institutes for scientific research</i></li> <li>• <i>Danish Ministries (for policy advice or policy analysis)</i></li> <li>• <i>Danish research organizations as a part of a non-profit foundation</i></li> <li>• <i>Non-governmental organisations</i></li> <li>• <i>Consultancy firms</i></li> <li>• <i>Enterprises. However, single enterprises cannot have access to micro data with enterprise data</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Dutch universities</i></li> <li>• <i>Institutes for scientific research.</i></li> <li>• <i>Organisations for policy advice or policy analysis.</i></li> <li>• <i>Statistical authorities in other EU countries.</i></li> <li>• <i>Other research institutions authorised to work with the microdata.</i></li> </ul>
<i>Definition/size of an institution</i>	<ul style="list-style-type: none"> <li>• <i>Institutions authorized at <b>Department level</b></i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Institutions authorized at <b>University level</b>. Might be changed to department level in the future</i></li> </ul>
<i>Number of authorized institutions</i>	<ul style="list-style-type: none"> <li>• <i><b>~500 authorized institutions.</b> Foreign researcher institutions cannot be authorized but can be granted access through an authorized Danish institution</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i><b>~130 authorized institutions</b> Include 30 foreign research institutions from 10 countries</i></li> </ul>

<i>Central unit for research services (RS)</i>	<ul style="list-style-type: none"> <li>• YES</li> <li>• <b>RS: 16 academics (generalists), 1 IT-specialists, 1 secretary</b></li> <li>• <i>Hours for consulting: 09:00- 15:00.</i></li> <li>• <b>The Data Service Centre: 2 employees (Programmer)</b></li> <li>• <b>IT service desk: 2 employees</b></li> <li>• <i>Hours for technical support from IT service desk: 08:00- 16:00.</i></li> </ul>	<ul style="list-style-type: none"> <li>• YES</li> <li>• <b>RS: 16 people, 7 of them with an academic degree</b></li> <li>• <i>Hours for consulting: 08:00- 17:00</i></li> <li>• <b>The Data Service Centre: 8 employees</b></li> <li>• <i>Hours for technical support: ?. 08:00- 17:00</i></li> </ul>
<i>Number of researchers and project</i>	<ul style="list-style-type: none"> <li>• 2000 researchers</li> <li>• 1200 research projects</li> </ul>	<ul style="list-style-type: none"> <li>• 530 researchers</li> <li>• 700 projects</li> </ul>
<i>Dataset available for research</i>	<ul style="list-style-type: none"> <li>• 260 unique files names</li> <li>• 4640 dataset</li> <li>• &gt;12.000 unique variables</li> <li>• Each year around <b>x</b> files are placed in the secured environment</li> </ul>	<ul style="list-style-type: none"> <li>• 441 unique files names</li> <li>• 3416 dataset</li> <li>• <b>x</b> variables</li> <li>• Each year around 400-600 files are placed in the secured environment</li> </ul>
<i>Mode of access</i>	<ul style="list-style-type: none"> <li>• Remote access</li> </ul>	<ul style="list-style-type: none"> <li>• Remote access</li> <li>• On site access – mainly used for cause of death data and enterprise data. Might be closed down in the future</li> </ul>

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### *Work-flow in brief*

- *Institutional authorisation Applications. No standard application form. Does in most cases involve a meeting by phone or in person*
  - *Project request*
  - *Intake meeting with RS and subject units if needed/on request*
  - *Selection of specific variables - Data extraction protocol*
  - *Contract*
  - *Confidentiality statement*
  - *Access granted to customized copies of dataset placed on a research server*
  - *Log-on to the research server (3 factor authentication)*
  - *Analysis*
  - *Getting output from analysis*
    - *Output received instantly*
    - *Sample output control by RS (one controller per output)*
  - *Institutional authorisation online*
  - *Project request*
  - *Intake meeting with RS and subject units - mandatory*
  - *Contract*
  - *Confidentiality statement*
  - *Installation of Fingerprint Box – New users*
  - *Confidentiality test need to be passed*
  - *Access granted to views of full datasets*
  - *Log-on to the research server – currently 3 factor authentication. Future authentication - 2 factor authentication*
  - *Analysis*
  - *Getting output from analysis*
    - *Output received after max 3 days if accepted*
    - *Output control by the RS by two independent controller per output*
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**CONFIDENTIALITY AND SECURITY**

<i>The need to know principle</i>	<ul style="list-style-type: none"> <li>• <i>Need to know principle apply</i></li> <li>• <i>Access to secure use files</i></li> <li>• <i>Access customized populations after the need to know principles</i></li> <li>• <i>Access selected variables after the need to know principles</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Need to know principle apply</i></li> <li>• <i>Access to secure use files</i></li> <li>• <i>Access full population</i></li> <li>• <i>Access full datasets – datasets contained usually around 10 variables</i></li> </ul>
<i>Data base for extracting data producing data views</i>	<ul style="list-style-type: none"> <li>• <i>Contain all data produced by DST</i></li> <li>• <i>Names removed and addresses replaced by numbers</i></li> <li>• <i>Data with direct identifier such as peronel ID (CPR) - might be changed to in the future to de-identified numbers</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Contain all data produced by CBS</i></li> <li>• <i>All direct identifier de-identified</i></li> </ul>
<i>De-identification of research data</i>	<ul style="list-style-type: none"> <li>• <i>Secure use files</i></li> <li>• <i>All direct identifier de-identified</i></li> <li>• <i>Project specifics keys</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Secure use files</i></li> <li>• <i>All direct identifier de-identified</i></li> <li>• <i>Same key used for all projects and for the CBS database</i></li> </ul>
<i>Disclosure control before data delivery</i>	<ul style="list-style-type: none"> <li>• <i>In most cases no disclosure control except for prescription medicine where aggregation is required by a special law for prescription medicine</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>In most cases no disclosure control</i></li> </ul>
<i>Data format</i>	<ul style="list-style-type: none"> <li>• <i>Usually SAS datasets but data can be delivered in any given format (Multiple datasets).</i></li> <li>• <i>Researcher can transfer data to any given format themself</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Data views (Multiple views).</i></li> <li>• <i>Tools to transpose microdata to SPSS by batch</i></li> </ul>
<i>Confidentially contracts</i>	<ul style="list-style-type: none"> <li>• <i>With research environments (<a href="#">click</a>)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>With research environments (<a href="#">click</a>)</i></li> </ul>

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<i>Responsible for confidentiality output from RS</i>	<ul style="list-style-type: none"> <li>• With researchers (<a href="#">click</a>)</li> <li>• The Research institution</li> <li>• The researcher</li> <li>• RS provide guidance</li> </ul>	<ul style="list-style-type: none"> <li>• With researchers (<a href="#">click</a>)</li> <li>• Shared responsibility of CBS and the researcher</li> <li>• RS provide guidance</li> </ul>
<i>Output control</i>	<ul style="list-style-type: none"> <li>• Output received instantly</li> <li>• Automated warning system checking for specified patterns</li> <li>• Sample output controlled <b>after</b> sent home</li> <li>• Sample output controlled by the RS – 1 inspector per sample output</li> <li>• The option/right to send output home can be restricted to researchers approved by the Institution</li> <li>• <a href="#">Guidelines</a></li> <li>• Minimum 3 units per cell. Special rules apply for business data (Dominance rule)</li> <li>• No requirement for description of output</li> <li>• <b>Approx. number of output per day: 1000</b></li> <li>• Costs: Free of charge</li> <li>• Limitation of file type: Yes</li> </ul>	<ul style="list-style-type: none"> <li>• Option of output light and normal output</li> <li>• Output received - same day for output light and after max 3 days for normal output.</li> <li>• Output controlled <b>before</b> sent home. CBS is currently testing the options of checking after for experienced users</li> <li>• Output control led by the RS – 2 inspectors per output (Changing pairs of checkers)</li> <li>• <a href="#">Guidelines</a></li> <li>• Each output need to be accompanied by a description of the output (Standard form). For standard form please consult the output <a href="#">Guidelines</a> Appendix 2</li> <li>• Minimum 10 units per cell.</li> <li>• For large table t-Argus is used to for confidentiality risk</li> <li>• <b>Approx. number of output per day: 3-4</b></li> <li>• Costs: € 200 for a normal output</li> <li>• Limitation of file type: Yes</li> </ul>

<i>Sanction in case of breach</i>	<ul style="list-style-type: none"> <li>• <i>Sanctions against both the entire institution (Department level) as well for the researcher</i></li> <li>• <i>Exclusion for at least a month for all researchers associated with the institutions.</i></li> <li>• <i>Written explanation as well as plan for future policy requested</i></li> <li>• <i>In worst cases – legal penalty (Never occurred)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>In case a researchers output in not in alignment with the confidentiality rules the researchers is contacted in order to make sure they get a full understanding of the confidentiality rules</i></li> <li>• <i>In worst cases – legal penalty (Never occurred)</i></li> </ul>
<i>Training in confidentiality rules</i>	<ul style="list-style-type: none"> <li>• <i>On demand</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Mandatory –About five courses of 2-3 days offered per year</i></li> </ul>
<i>Tests</i>	<ul style="list-style-type: none"> <li>• <i>No</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Initial on-line testwith multiple questions</i></li> <li>• <i>Random popup tests while working on the server - appr. every 30 min. In case of wrong aswers new questions will pop up.</i></li> <li>• <i>CBS has a pool of about 300 questions for tests</i></li> </ul>

## IT TECHNICAL AND SECURITY SET UP

### Technical setup

- Physical research servers
- Encrypt SSL/VPN connection
- Windows environment
- 2 SAS servers
- 2 Stata servers
- 2 SPSS server
- 1 GAUSS server
- 2 RDP frontend servers
- 1 WPS server
- 2 server for other applications like R
- NAS for data 180 TB
- Researchers connection through TS
- Operational system is based on Microsoft
- Virtual research servers
- 28 servers
- 1 SAS server
- 12 POWER servers
- Each server is 4 CPU
- Two technologies: virtual technology is VMWARE and CITRIX for connection technology- CITRIX was chosen for security and operational reasons. The other CITRIX they use is in order for the research staff to access their remote desktop at home.

### Security

- When establishing the system- hired external risk analytics that checked the system
- Separated from the production network
- Blocked from the internet
- 2 factort authentication by Username, Personnal four digit code, password and SMS Token/physical token
- Multiple firewalls
- The researchers can't print the environment
- SSL/VPN to encrypt traffic over the Internet
- Keep the ISO27001 but only partially. They aren't obligated to the full ISO27001 standard- want to get certified in specific areas
- Data Security - light data security level: segmentation,
- Separated from the production network
- Blocked from the internet
- Current authentication - 3 factort authentication Fingerprint (Box) Personnal password and SMS Token/physical token
- Future authentication - 2 factor authentication: Token, SMS-code, VPN
- Multiple firewalls
- The researchers can't print the environment
- Data security- 3<sup>rd</sup> generation (דור שלישי). 1<sup>st</sup> generation- until 2008; 2<sup>nd</sup> generation- 2016-2017; 3<sup>rd</sup> generation- in pre-test stage, should be implemented by the end of 2017.

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*anti-virus, SIEM (logpoint. DST don't have FW DB)*

- *All outputs are logged and stored on a server*
- *The researchers can choose the email they want to send the outputs to- including different emails every time*
- *The monitoring is done after the output was sent.*
- *The system can check if there is the same type of output sent a few times and give a warning.*
- *There is no limit of number of outputs*
- *There is a list of types of outputs that can be sent home.*
- *Log management- an external company looking into the log files and notifying in case of suspicious activity(during working hours only)*

- *CBS check applications that are installed in the environment- for malicious content.*
- *The researchers can't print from the environment*

*Directory structure and projects at the researcher environment*

- *Rawdata- read only*
- *Workdata- new folders can be made per the researcher themself*
- *Metadata*

- *Views*
- *Personel folders*
- *x*



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*Software provided on servers*

- **Operating system**
    - *Windows Server 2008 R2 Enterprise, Microsoft® Windows Version 6.1 (7601, Service pack 1), x64-based (64-bit)*
  - **Statistical package**
    - *SAS 9.4*
    - *STATA/MP 14.2 for Windows*
    - *IBM® SPSS® Statistics Version 22*
    - *WPS Workbench*
    - *Gauss*
    - *R*
    - *aML, version 2.09*
    - *GAMS*
    - *LatentGOLD®*
    - *Mplus Version 6.12 Demo*
    - *SCD/DIGRAM*
    - *SPSSToDigram*
    - *PLINK! v1.07*
  - **Micro-soft and word processing programs**
    - *Microsoft ®*
    - *GNU Emacs, version 24.3.1*
    - *gVim - VIM - Vi IMproved, version 7.1*
    - *Tinn-R, version 4.0.3.5*
    - *MiKTeX TeX*
    - *Adobe ® Reader, version 9.1.0*
  - **Other program**
    - *Stat/Transfer*
    - *WinZip®*
- **Operating system**
    - *x*
  - **Statistical package**
    - *SPSS*
    - *STATA ?*
    - *R ?*
    - *Gauss*
    - *MLWin*
    - *Ox GiveWin*
    - *SAS Base*
  - **Micro-soft and word processing programs**
    - *Microsoft ®*
    - *x*
  - **Other program**
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<i>Supporting tools on the servers</i>	<ul style="list-style-type: none"> <li>• <i>Access to documentation and metadata</i></li> <li>• <i>Codelist (Format library)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>?</i></li> </ul>
<i>General IT Information</i>	<ul style="list-style-type: none"> <li>• <i>Researchers don't need to download any software on their PC in order to use the system</i></li> <li>• <i>2000 users on 1200 projects. There can be up to 300 simulations users on the remote access</i></li> <li>• <i>SAS license is unlimited</i></li> <li>• <i>Researchers can convert files to other file formats</i></li> <li>• <i>The researchers have no limit in storage space for data but pay if their storage exceed 5 Gigabyte (GB)</i></li> <li>• <i>There is a common internal databank of all registers from which the research unit creates files for researchers</i></li> <li>• <i>IT security group that consists of: head of IT, operations and IT security coordinator</i></li> <li>• <i>Every project has its own environment</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>900 users but only about 600 active researchers on 700 projects. There can be up to 150-200 simultaneous users on the remote access</i></li> <li>• <i>There can be 4 users using the same virtual server simultaneously.</i></li> <li>• <i>Researchers cannot convert files</i></li> <li>• <i>Each researcher receives 50GB of space for data they pay a set fee for space (see booklet)</i></li> <li>• <i>They have a license of 500 concurrent sessions</i></li> <li>• <i>Every project has its own environment</i></li> <li>• <i>Microdata is stored in flat files and they can be accessed in flat files in SPSS format.</i></li> </ul>
<i>Management of the IT system</i>	<ul style="list-style-type: none"> <li>• <i>Switching hardware every 3-4 years</i></li> <li>• <i>Each researcher has at least one AD</i></li> <li>• <i>Cluster system that enables dealing with problems without shutting down the whole system</i></li> <li>• <i>Disaster Recovery is partial- not for all systems</i></li> <li>• <i>70 servers bought by research institutions and hosted by DST</i></li> <li>• <i>Troubleshooting- eg deleting or finding folder through the log. Logs are protected from deleting and changes</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Disaster Recovery is full – for all systems and is placed in a secure remote environment.</i></li> </ul>

<p><i>Monitoring of the IT system</i></p>	<ul style="list-style-type: none"> <li>• <i>Monthly performance reports</i></li> <li>• <i>Proactive intervention if reports show any problems</i></li> <li>• <i>SLA on performance counters</i> <ul style="list-style-type: none"> <li>○ <i>CPU, 85% of all</i></li> <li>○ <i>Available memory</i></li> <li>○ <i>Available disk space on workspaces</i></li> <li>○ <i>Disk queue length on SAS workspace</i></li> <li>○ <i>Runtime for predefined standard job</i></li> </ul> </li> <li>• <i>Knowledge of how many researchers are working on the system.</i></li> <li>• <i>There is no monitoring system that records key-strokes of the researchers</i></li> <li>• <i>Oracle- Within the databases, there is a log of all the inquiries that go 6 months back</i></li> <li>• <i>SAS- there is a log and an alarm if someone looks for a specific ID number</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Import and export folders- data sent to researchers.</i></li> <li>• <i>There is an automated process that makes sure that if a researcher places something in the export, the CBS will get an alert and they will do a disclosure check. Same goes for the research import folders.</i></li> </ul>
<p><i>Administrative system for supporting research services</i></p>	<ul style="list-style-type: none"> <li>• <i>SLA- service level agreement between the research department and the IT department.</i></li> <li>• <i>The IT provide the RS with quarterly reports on activity</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>?</i></li> </ul>
<p><i>Services provided to researchers by the IT Department</i></p>	<ul style="list-style-type: none"> <li>• <i>2 full time employees and 1 part time employee</i></li> <li>• <i>Hours for technical support- help desk: 8:00- 16:00.</i></li> <li>• <i>After office hours support is provided for servers.</i></li> <li>• <i>Support is given through teamviewer. The IT team can log in from remote access</i></li> <li>• <i>If researchers request specific applications to be installed the IT will look into the software carefully before approving</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>1 full time employee as a manager for IT support assisted by other IT employees for technical support</i></li> <li>• <i>Hours for technical support: 8:00-17:00</i></li> <li>• <i>If researchers request specific applications to be installed the IT will look into the software carefully before approving</i></li> </ul>

<b>RESPONSIBILITY AND COOPERATION</b>		
<i>Production of data</i>	<ul style="list-style-type: none"> <li>• <i>Subject unit</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Subject unit</i></li> </ul>
<i>Production of metadata</i>	<ul style="list-style-type: none"> <li>• <i>Subject unit</i></li> <li>• <i>Subject unit, researchers and RS for High quality quality documentation</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Subject unit</i></li> </ul>
<i>Management of metadata</i>	<ul style="list-style-type: none"> <li>• <i>Subject unit</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Data service centre (DSC) – cooperative repository for storing microdata and metadata</i></li> </ul>
<i>Management of data catalog</i>	<ul style="list-style-type: none"> <li>• <i>Research Service Unit</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Data service centre (DSC) – cooperative repository for storing ad sharing statistical microdata and metadata</i></li> </ul>
<i>Management of data library for the researchers</i>	<ul style="list-style-type: none"> <li>• <i>Research Service Unit</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Data service centre (DSC) – cooperative repository for storing ad sharing statistical microdata and metadata</i></li> </ul>
<i>Advise/guidance</i>	<ul style="list-style-type: none"> <li>• <i>Research Service Unit</i></li> <li>• <i>Subject unit if needed - before, during and after the research is performed</i></li> <li>• <i>IT help desk on technical matters</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Research Service Unit</i></li> <li>• <i>Subject unit at intake meeting</i></li> <li>• <i>Subject unit if needed during and after the research is performed</i></li> <li>• <i>Data service centre on technical matters</i></li> </ul>

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## GUIDELINES AND TRAINING

<i>Step-by step procedure</i>	<ul style="list-style-type: none"> <li>• <i>Can be found on-line</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Can be found on-line</i></li> </ul>
<i>Application forms</i>	<ul style="list-style-type: none"> <li>• <i>Guidance and forms can be found on-line.</i></li> <li>• <i>Please click <a href="#">here</a> for further details</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Guidance and forms can be found on-line</i></li> <li>• <i>Please click <a href="#">here</a> for further details</i></li> </ul>
<i>Data catalog</i>	<ul style="list-style-type: none"> <li>• <i>On the internet</i></li> <li>• <i>Please click <a href="#">here</a> for further details</i></li> <li>• <i>Interactive catalog with link to documentation</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>On the internet</i></li> <li>• <i>Please click <a href="#">here</a> for further details</i></li> <li>• <i>Pdf data catalog</i></li> </ul>
<i>Documentation and metadata</i>	<ul style="list-style-type: none"> <li>• <i>On the internet</i></li> <li>• <i>Please click <a href="#">here</a> for further details</i></li> <li>• <i>Interactive metadata with linkage between datacatalog, register documentation, variable documentation and code lists</i></li> <li>• <i>Language: For registers: Danish and English. For variables: Dansih</i></li> <li>• <i>Special documentation for researchers: Yes – with special focus on time series</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Metadata as Pdf (Contain datacatalog, register documentation, variable documentation and code lists)</i></li> <li>• <i>Please click <a href="#">here</a> for further details</i></li> <li>• <i>Language: Dutch</i></li> <li>• <i>Special documentation for researchers: ?</i></li> </ul>
<i>Guidance for output</i>	<ul style="list-style-type: none"> <li>• <i>On the internet. Please click <a href="#">here</a> for further details</i></li> <li>• <i>Courses on demands</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>On the internet. Please click <a href="#">here</a> for further details</i></li> <li>• <i>Mandatory on-line course for all new users</i></li> </ul>
<i>Courses</i>	<ul style="list-style-type: none"> <li>• <i>Occasionally thematic courses for researchers (e.g. in labour market statistics, health statistics, statistics methodology, security etc)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Five courses for researchers per year in disclosure control (2-3 days)</i></li> </ul>

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## **BUISNESS PLAN AND PRICE STRUCTURE**

*All services are based on hourly rates (about €150 for public Inst and 220 for private inst). Parts is financed by a yearly grant from Danish Agency for Science and Higher Education the rest is paid by the researchers*

- *Services prior and during the project start-up*
  - Consulting and meetings
  - Authorization of new researcher institutions and researchers
  - Cost for construction of population(s)
  - Costs for customizing dataset
  - Importing external data
  - Setting up new users, creation of password, administration
- *Services during an ongoing research*
  - Consulting
  - Output checking
  - Update and adding datasets to a research project
- *Remote Access facility services*
  - Storage (First 5 GB free paid by the yearly grant then € 2 per GB per quarter).
  - Use of the remote access system  
Public Inst. – through the yearly grant  
Private Inst. € 25 per log-on per day (“log-on fee”)
  - Options of buying their own servers
  - Use of software - financed through the yearly grant for public inst. and part of the log-on fee for private Inst.
  - Creation of new users, resetting passwords, IT related consulting, administration (Paid by the yearly grant)
- *Administrations, maintenance and development*
  - Paid by the yearly grant, DST and from earnings from the researchers fees

All services are paid by the researchers

- *Services prior to the project start-up*
  - Feasibility study of available data. (Hourly rate: € 100)
- *Services during the project start-up*
  - Basic start fee (€ 1600)
  - Costs per dataset topic (€ 160)
  - Authorization of new researcher (€ 375)
  - Call out fee (€ 530)
  - Fingerprint card (€ 150)
  - Importing own micro-data (Between € 210-1300 depending on complexity)
  - Use of software (SAS € 560 per months, other software € 40-60 per months)
- *Services during an ongoing research*
  - Consulting (€ 80 per month per researcher and € 16 per month per dataset, for extensive questions € 100 per hour)
  - Output checking (€ 200 per output)
  - Adding datasets to a research project (€ 160 per dataset)
  - Extra storage capacity (€ 25 per month per 50 GB)
- *Remote Access facility services*
  - Installation of Remote Access computer (€ 1500)
  - Service contract RA-PC (€165 per month)
- *Administrations, maintenance and development*
  - Paid by the fees obtained from the researchers

