Catalogue of services Microdataservices

2017

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Contents

Introduction

Statistics Netherlands (CBS) collects a huge amount of data and the mission of CBS is to compile statistics based on these data and make them accessible to the public at large. On the website StatLine, you will find thousands of tables classified according to themes. CBS provides courses to facilitate the use of StatLine.

CBS statistics are based on microdata, which are not accessible to the public. CBS has stored these data in a highly secured environment. Although these data are anonymous, the level of detail is such that when various datasets are combined, there is a possibility that the identity of individual persons or institutions could be revealed. Under strict conditions, these microdata can be accessed by researchers of departments, organisations or institutions authorised by the director general of statistics (DG).

CBS offers two possibilities for using microdata: CBS can conduct a project study on request or researchers can conduct a research project themselves. In the latter case, the study can be carried out at every secure[1] workplace by means of a personal token (Remote Access, RA).

This catalogue of services includes a description of the services CBS provides with respect to doing On-Site or Remote Access research projects by third parties based on CBS microdata. The catalogue is broken down into project stages. For each stage, you can find the services CBS is able to provide. Each service is specified and mutual expectations are laid down. There is also information on throughput time and costs involved.

We hope this catalogue will give you a clear notion of the possibilities and necessities and will result in a fruitful cooperation between CBS and potential clients. All services and costs of 2017 referred to in this catalogue apply from 1 July 2017. Price changes may be implemented on 1 January of the following year.

Abbreviations

In this catalogue of services you can come across the following abbreviations:

Abbreviation	Description
CBS	Statistics Netherlands
DG	Director general of statistics
RA	Remote Access: doing your own research project at your own safe[1] workplace

Availability and accessibility

- Remote Access: you can log in 7 days a week 24 hours a day, barring monthly service weekends and unforeseen calamities/incidents.
- Microdataservicees can be contacted during office hours (working days from 8:30 am to 5:00 pm) Microdata@cbs.nl or 0031(0)70-3375444 (RA-helpdesk for technical questions) or 0031(0)70-3375006 (account managers for questions about new or ongoing projects).

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[1] See 'Rules for using the RA-facility of CBS' on www.cbs.nl/microdata

Outlines working with microdata

If you are a researcher and you want to use and analyse the CBS data we offer the possibility of Remote Access. Authorised researchers can access microdata without having to travel to CBS. The datasets are stored on a special server at CBS and cannot be downloaded. A secure internet connection allows researchers to carry out remote analyses and evaluate the results on their own monitor.

Microdatasets made available by CBS, can be found in our catalogue. Apart from these datasets, CBS can provide custom-made datasets on request. We also offer the possibility to make your own datasets linkable to CBS datasets, if this is relevant for your research project.

CBS has a statutory obligation to make only those datasets available needed to conduct the research project. Once datasets are allocated to your research project, they will remain linked to your project. We expect you to outline your project in advance, including a brief description of your project and a list of the datasets you require. Security is our number one priority: Datasets containing source data cannot be downloaded and the statistical results of the research on CBS data will be checked with respect to the risk of disclosure (output checking). This procedure is inevitable as CBS cannot release data which may eventually lead to disclosure of individual persons, businesses, institutions or households. Our services are not free of charge.

If you want to use the services of the Microdataservices, you can contact us during office hours (working days from 8:30 am to 5:00 pm). We can also be contacted at Microdata@cbs.nl or 0031(0)70-3375444 (RA-helpdesk for technical questions) or 0031(0)70-3375006 (account managers for questions about new or ongoing projects). Your organisation will require an authorization of the DG to work on our microdata. If this requirement is met, an intake interview will be planned. During this interview, we will evaluate the target and the feasibility of your research project, which microdata will be required, if they are available in our database and what costs are involved. When we agree on these subjects, a contract will be drafted with the institution you are working for. For each RA user, a confidentiality statement will be drawn up.

Main lines On-Site / Remote Access environment

- A Remote Access environment on which you can log in 7 days a week 24 hours a day, barring monthly service weekends and unforeseen calamities/incidents.
- Access to the datasets required for your research project in SPSS format.
- In the RA environment, the following software packages are commonly available for all users:
    - SPSS, Stata, R
    - StatTransfer
    - MSAccess, MSWord, MSExcel, MSPowerpoint,
    - Winzip, AdobeAcrobatReader
    - Windows Explorer
    - Blaise
    - WinEdt, Winbugs

    The version of these software packages is the same as the version used on the CBS internal network.
- A project account with a specific amount of disk space on the RA network. This project account can only be accessed by the project members.
- You, as contractor, will receive a specified invoice for services delivered. We expect you to pay within a fortnight. The invoice is sent to the contractor's address. On legal grounds, it is not possible to send the invoice directly to your client.

Brief outline of all services

The catalogue of services provides a classification of the stages of the Remote Access research project. The stages are:

- Services **prior to** the project start-up;
- Services **during** the project start-up;
- Services **during** an ongoing research project;
- Services **after** the research project.

A distinction is made between the following three types of services:

- **Basic services** are provided for almost every project, for instance, the start-up of a new RA project. Some services are obligatory for a project. Basic services are very predictable in terms of costs involved and throughput time.
- **Supplementary services** are provided regularly according to a standard procedure, for instance, the addition of a new researcher to an ongoing project or use of the SAS software package during a research project. These services are also highly predictable in terms of costs involved and throughput time
- **Custom-made services** are provided on a one-off basis, for instance, the compilation of datasets which are tailor-made to the specific needs of the researcher. These services are less predictable in terms of costs and throughput time. In the case of custom-made services, Microdataservices will draw up an offer in advance and provide an estimate of the number of hours at a standard hourly rate.

Services prior to the project start-up

Service	Description	Type
Assistance with request for access to microdata	If you want to work with CBS micro-data, an authorisation by the director general of statistics (for each research project) is required. You need to apply for this authorisation yourself, but we can assist you and help you on your way.	Basic
Provision of information on available datasets	In the planning stage of their project, researchers often need information about the availability of datasets they would like to use. We can supply this information If answering these questions takes up an extensive amount of time, we will send you an offer for a separate feasibility study (see Feasibility study of available data)	Basic
Feasibility study of available data	A study of the availability of datasets within CBS which are not included in our standard catalogue of datasets and which is estimated to take up more than 5 working hours.	Custom-made

Services during the project start-up[2]

Service	Description	Type
Starting up a new research project	This service covers all activities necessary for starting up a new research project and includes an intake meeting, drafting a contract, creating a project environment on the RA (creating accounts, providing access rights to the correct datasets, installing necessary software). The authorisation of new researchers is not included. If the project requires datasets from CBS which are not included in our catalogue of datasets, the preparation of these datasets is not included in this basic service. It will be offered as a custom-made service.	Compulsory Basic
Authorisation new researcher	Drawing up a confidentiality statement and providing an introduction to/explanation of the RA environment for new researchers. Also a personal token will be given to the researchers in loan.	Compulsory Basic
Authorisation onlooker	Drawing up a confidentiality statement and adding an onlooker to the administration of a specific project. An onlooker has no personal access to the RA environment and can only watch if a fully authorised RA researcher is present.	Supplementary
Importing your own microdata	In consultation with us, you can bring your own set of data on individual persons/businesses/institutions to be used in your research project. The data must be obtained legally and the provision to CBS should also be legal. The data can only be imported via our secured upload facility. The data must not be sent by e-mail. The dataset will be adjusted to prevent disclosure. Direct identifiers will be deleted and replaced by a meaningless linkage key of CBS.	Supplementary
Compiling custom-made dataset	If the datasets available in our catalogue are insufficient for your research project, we can prepare a dataset tailored to your specific demands. Obviously, this is only possible, if the necessary data are available at CBS. The preparation of such a dataset will be offered at cost price (hourly rate).	Custom-made
Use of available supplementary software	Apart from the basic software packages (see: Outlines working with microdata for more information) a number of additional software packages are available on RA. These packages are made available by Microdataservices to researchers at a charge proportional to the licence fee.	Supplementary
Use of supplementary software not available	If you need a specific software package for your project that has not yet been installed on RA, we offer a feasibility study regarding the implementation of this software on RA. On the basis of this feasibility study, we will give you an estimate of the costs of the actual purchase and installation of the software. After installation, Microdataservices can provide no further support for these software packages.	Custom-made

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[2] Although these services are normally provided at the start-up of a project, most of them can also be provided during an ongoing project.

Services during an ongoing research project

Service	Description	Type
Support during an ongoing research project	Compulsory monthly service subscription for: • Availability of RA network • Use of basic software • Use of hardware and disk space; for each project the maximum disk space is 100 GB • Exports (not output, e.g. syntax files, documentation) • Small import requests • Help desk • Administration • Closing the project and removing user accounts, either on the agreed date or earlier at the request of the researcher. This service also includes archiving the project the project environment for 5 years after project closure. If the size of the archive file exceeds 1 GB or the archiving period is longer than 5 years, additional costs will be charged (see below).	Compulsory Basic
Output checking	Checking output for the risk of disclosure of individual data. A separate document describes the guidelines output should comply with.	Basic
Adding or withdrawing researchers from a project	Add new researchers to an ongoing research project or withdraw researchers from an ongoing project.	Supplementary
Adding datasets to a research project	Adding one or more datasets to an ongoing project (in the case of custom-made datasets, the preparation of these datasets is not included in this service, but will be charged separately as a custom-made service).	Supplementary
Answering extensive questions	Answering extensive, complex questions or queries. A customised fee will be presented in advance	Custom-made
Extra storage capacity	If the maximum amount of available storage capacity on the RA network is not sufficient for your research project, you can expand the storage capacity.	Supplementary
Transferring data files from another research project	Transferring files (syntax files and data files) from another project to an ongoing project.	Supplementary
Transferring converted catalogue datasets	Users of STATA and SAS can save converted catalogue files in another directory than the shared workspace on the RA network. In this way these files do not count for the storage capacity of your project.	Supplementary
Moving a research project	Moving of a research project to another institution, for example because the researcher starts working at another institution.	Supplementary
Extension of a research project	If the project is not completed as planned, the researcher(s) can apply for an extension. The extension period ranges between 3 and 12 months.	Supplementary
Temporarily freezing a research project	If nobody is working on a project for a longer period, the project can be temporarily frozen to reduce operating costs. Access to the project environment will be blocked, but the project accounts will remain intact on the RA environment.	Supplementary
Closing a research project	This service covers all activities necessary to terminate a project.	Compulsory Basic

Services after project completion

Service	Description	Type
Saving a large project archive	If the zipped version of the project archive exceeds 1 GB, extra costs will be charged once for each extra GB for an archiving period of five years.	Supplementary
Extension of project archive period	If the default archiving period of 5 years is not enough, it can be extended to 10 years.	Supplementary
Re-opening a closed research project	You will be able to re-open an RA project that has been closed and archived within the agreed archiving period (default 5 years). The project environment will be recreated on RA and the project archive file will be made available.	Supplementary

Below you will find the tariff structure used by Microdataservices with the corresponding tariffs and an elaborate description per service. This description includes mutual expectations between researcher(s) and CBS, the throughput time of the service and special details. If any questions should arise after reading the catalogue of services, please contact Microdataservices during office hours (working days from 8:30 am to 5:00 pm) by e-mail (Microdata@cbs.nl) or phone 0031(0)70-3375444 for technical questions (RA helpdesk) or 0031(0)70-3375006 for questions about new and ongoing projects (account managers).

Tariff structure 2017

Services prior to the project start-up	Tariff
Assistance with request access to microdata	free of charge
Provision of information on available datasets	free of charge
Feasibility study of available data (hourly rate)	€ 100

Services during the project start-up	Tariff
Starting up a new research project	
- Basic starting up costs	€ 1,600
- Costs per dataset topic*	€ 160
Authorisation new researcher or onlooker	
- Authorisation new researcher	€ 375
- Call-out fee	€ 530
- New token in case of loss	€ 150
- Drawing up a confidentiality statement	free of charge
Importing your own micro-data	
- Simple encryption	€ 210
- Normal encryption	€ 650
- Complex encryption	€ 1,300
Compiling custom-made dataset (hourly rate)	€ 100
Use of available supplementary software (per month)	
- Use of supplementary software SAS	€ 560
- Use of supplementary software Ox	€ 50
- Use of supplemantary software Gauss	€ 60
- Use of supplementary software MLWin	€ 40
Use of supplemantary software not available	custom

Services during an ongoing research project	Tariff
Support during an ongoing research project (per month)	
- Support costs per dataset topic*	€ 16
- Support costs per researcher	€ 100
Outputcheck (per output)	€ 200
Adding or withdrawing researcher(s) from a research project	free of charge
Adding datasets to a research project	
- Addition of a new dataset topic (per topic)	€ 160
- Other addition	free of charge
Answering extensive questions (hourly rate)	€ 100
Extra storage capacity (per 50 Gb per month)	€ 25
Transferring data files from another research project	free of charge
Transferring converted catalogue datasets	free of charge
Moving a research project	€ 500
Extension of a research project	free of charge

Services during an ongoing research project	Tariff
Temporarily freeze a research project (per month)	€ 80
Closing a research project	free of charge

Services after project completion	Tariff
Saving a large project archive (per extra GB)	€ 50
Extension of project archive period (per GB)	€ 50
Re-opening a closed research project	€ 750

* A dataset topic in principle corresponds to an existing dataset name, regardless of the number of volumes used. Occasionally some dataset names are merged into one dataset topic. A list of datasets and associated topics is available on internet.

Elaborate description per service

Services prior to the start of a research project

Assistance with request for access to microdata

Service description	Type of service: **Basic**
If you want to have access to CBS micro-data, the organisation you work for requires authorisation by the director general of statistics (DG). Microdataservices can help you with your request for these authorisations.	
What can you expect from us?	
• The questionnaire for the application. • General advice regarding the contents of the request.	
What do we expect from you?	
The DG expects you to provide a complete picture of your organisation, its activities and the reason why you want to use CBS micro-data.	
Throughput time	
The throughput time partly depends on the quality of the information you have provided. If the information does not raise further questions on the part of the DG, he will generally decide within 4-6 weeks for an organisation, and within 2 weeks for a research project.	
Details and costs involved	
This service is free of charge.	

Providing information on available datasets

Service description	Type of service: **Basic**

Statistics Netherlands has many datasets available to be accessed by external researchers. In the early planning stage of their project, researchers often need information about the availability of datasets they would like to use. We can supply this information.

What can you expect from us?

- There is a catalogue available that includes all datasets (http://www.cbs.nl/nl-NL/menu/informatie/beleid/catalogi/default.htm).
- A uniform description of each dataset is available. In this description you will find information on the population and statistical variables in the dataset. The documentation report referring to the most recent period is placed on the internet.

Frequency counts for almost every dataset are available on request for researchers via Microdata@cbs.nl. These frequency counts tell you how often each value is found in the dataset (for continuous and discrete variables, only the frequency of the 5 highest and lowest values are shown). This way of presenting data makes it easier to see how often a particular variable occurs or if enough data about your target group can be found in the dataset. The frequency counts are less detailed if the value of a variable may lead to disclosure of individual data. It is not allowed to publish the values of the frequency counts or pass them on to other persons.

- Additional research within CBS for specific data not mentioned in the catalogue.

If you are looking for specific data, you can inform us via Microdata@cbs.nl. We will scan our database to see whether the data you require are available or can be made available. Microdataservices makes a distinction between simple questions, which can be answered quickly, (in less than 5 hours) and more time-consuming questions.

The first category is free of charge. The latter category is regarded as a feasibility study and can only be conducted as a custom-made service. See Feasibility study of available data.

What do we expect from you?

On the basis of information available on the internet, we expect you to specify your needs. In order to avoid confusion, we invite you to use the concepts and terminology found in this catalogue on the internet.

Throughput time

We will respond within 5 working days. If it is not possible to fully answer all your questions within this period, we will inform you as to how long it will take to answer all your questions properly.

Details and costs inolved

This service is free of charge.

Feasibility study of available data

Service description	Type of service: **Custom-made**

Maybe you require specific statistical information which you cannot find in our dataset catalogue. Nevertheless, CBS might have datasets to fit your needs. If you are interested, we will start searching. If the anticipated duration of the search process exceeds 5 hours, we can start up a pilot study to evaluate the availability and quality of the data you need. A pilot study involves costs.

What can you expect from us?

- Firstly, we must specify which data you require and what goal you what to achieve with your research project.
- Then we will give you an estimate of the hours needed to find out whether the information you require is available in our database. If the search for data takes more than 5 hours, costs will be involved. We will give you an estimate of the number of hours we think we will need.
- On the basis of the information we have gathered, we will contact the various departments within CBS which can provide relevant datasets.
- If relevant datasets are found, we will verify the quality and the time required to make them fit for external use (e.g. convert file formats, complete incomplete metadata, etc.).
- Subsequently, we will discuss with you to what extent the datasets we suggest cover your needs. If this is indeed the case, we will give you an estimate of the costs to make the datasets available.

What can Statistics Netherlands expect form you?

- We expect you to provide an accurate description of the data you are looking for and the purpose of your research project. It is our experience that information on the purpose of your study is often more important for us than a specification of the datasets you need

Throughput time

We will contact you within 5 working days after we have received your request to discuss what the next step(s) will be.

Details and costs involved

If we expect the search for the availability and quality of the desired data will take less than 5 hours, this is included in the basic service of 'Providing information on available datasets'. If the expectation is that the search will take more than 5 hours, then this is a one-off service. The fee for this service is based on the number of hours required at the standard hourly rate. You will be invoiced on the basis of the actual costs. If the costs are likely to exceed the estimate, we will contact you promptly to discuss what the next step(s) will be.

Services during the project start-up

Starting up a new research project

Service description:	Type of service: **Basic - Compulsory**

Before starting up a new research project in the Remote Access environment, some matters have to be taken care of.

What can you expect from us?

- Firstly, an intake interview will be held during which we will discuss issues like:
    - What is the purpose of the research project?
    - Which datasets do you need?
    - Do you bring in your own datasets?
    - What are the do's and don'ts regarding CBS files in relation to your project? Usually we will invite statistical experts to take part in the interview. Our advice will be restricted to the use of the datasets. Set-up and execution of the research project are entirely your responsibility.
    - Which alternatives can we offer?
    - Which persons will participate in the project?
    - Is the availability of certain software packages essential for the execution of the project? If so, which software packages are we talking about?
- Initially, the duration of a research project is 1 year at the most.
- On the basis of the agreements made during the intake interview, we will draw up an offer. If you agree, we will draw up a contract. The contract will bear the signatures of both parties.
- If you wish, we can make prepare custom-made datasets. Costs and throughput time will be laid down in a separate offer. See the service Compiling custom-made dataset.
- We will create a project environment for your research project in the Remote Access environment:
    - Each researcher participating in your project will receive a personal user account.
    - Researchers will receive access to the datasets as laid down in the contract.
    - We will create a project folder where all your researchers can work and store information/files/results.
    - Extra software packages we have agreed on will be prepared for you. See the services Use of available supplementary software and Use of supplementary software not available.

What do we expect from you?

- We expect you to contact us in time, if you want to start up a new research project. The preparatory work with the Microdataservices will usually take up several weeks. The requests of our clients are attended to in order of receipt.
- We expect you to provide an accurate description of your research project. We have a statutory obligation to make available only those datasets needed to conduct the research project and no more. We expect you to outline your project in advance, including a brief project description and a list of the datasets you require. This will be helpful, because we want to make sure the right experts will be present during the intake interview.
- Prior to the intake meeting, we expect you to read the documentation reports of the datasets you require very carefully.
- We expect you to provide all the information we require in time. After the intake, we will send you a standard form for completion to make sure nothing is overlooked.
- We expect you to return the signed contract in time. Access to your project environment and datasets will be barred until we have received the signed contract. The starting date mentioned in the contract is binding and is also the date the support subscription takes effect.
- If you want special references, etc. to be included on the invoice for your financial administration, please tell us at the start of the project.

Throughput time
Within 5 working days after receiving your request to start up a new research project, we will contact you to make further agreements.

Within 5 working days after it is clear which datasets and services will be used, we will send you an offer.

Within 10 working days after you have accepted the offer, we will send you the contract and expect you to sign and return it. The starting date of the research project always falls on the first day of a month. This is also the date you will find in the contract. If you prefer to start sooner, the first day of the month concerned is taken to be the starting date.
The throughput time for custom-made services will vary in each individual case. |

Details and costs involved
You will be charged once-only for this service: a basic sum plus a variable sum depending on the number of required dataset topics.
If a research project is cancelled after the offer has been accepted, you will still be liable for all costs incurred up to that point in time.

Authorisation new researcher

Service description	Type of service: **Basic - Compulsory**

If a researcher uses the Remote Access environment for the first time, registration is compulsory. He/she must also be instructed how to operate within the RA environment.

What can you expect from us?

- We will draw up a confidentiality statement for new researchers on the basis of the data they have supplied. The confidentiality statement must be signed by the researcher and his/her employer. The researcher will gain access to the environment once we have received the signed confidentiality statement.
- We will give the researcher a personal token in loan.
- We will give the researcher a personal introduction about how the RA environment operates and about the relevant methods and procedures.
- After the introduction the researcher has to fill out an awareness questionnaire. The researcher will only get access to the RA environment after the questionnaire has been returned to CBS with less than 6 errors.
-

What do we expect from you?

- We expect you to provide all the data we need for the confidentiality statement and to return the signed statement to Microdataservices, because otherwise you cannot actually start up your project.
- We expect the researcher to visit CBS to have their fingerprint taken. It is also possible to have the fingerprint taken at your workplace. In that case, an extra call-out fee is due.
- The researcher must inform us promptly, if he/she starts working for another employer. The confidentiality statement will no longer be valid and a new statement must be drawn up, if the researcher wants to continue working in the RA environment. You must provide the relevant new data and we will send you a new statement to be signed by you and your new employer. If you return the new statement as soon as possible, the researcher will retain access to the RA facility. However, you must realise that you can only continue working on your project, if your new employer has CCS authorisation. (see: (Assistance with request for access to microdata).

Throughput time

If we have received all the data we require, we will ask you to make an appointment for introduction and handing out the token.

If the appointment takes place at your office, the throughput time may be longer, but will not exceed 10 working days. An extra call-out fee is due.

Details and costs involved

This is a one-off service. If you lose your token, we will charge you for a new token.
If the appointment for introduction/enrollment is planned at your office, we will charge a call-out fee.
Renewal of the confidentiality statement with your new employer is free of charge.

Authorisation onlooker

Service description	Type of service: **Supplementary**

It is possible to include a supervisor/senior researcher in your research project. This person is not going to work in the RA environment independently, but will be able to watch what other authorised RA users involved in the project do. As the RA environment includes sensitive information, registration of the onlooker's identity is imperative.

What can you expect from us?

- The request for authorisation of an onlooker can only be submitted by the project leader or one of the researchers on the project.
- On the basis of the data supplied by you, we will draw up a confidentiality statement for the onlooker. The onlooker and their employer will subsequently have to sign the confidentiality statement.

What do we expect from you?

- We expect you to provide all the information we need to draw up the confidentiality statement and subsequently sign and return the statement.
- We expect you to inform us promptly, if the onlooker starts working for another employer. The confidentiality statement will no longer be valid and a new statement must be drawn up, if the onlooker wants to retain his/her rights. You provide the relevant new data and we send you a new statement to be signed by you and your employer. If you return the new, signed statement within a fortnight, the onlooker will retain his/her rights in the RA environment. Please, realise that the onlooker can continue only if the new employer also has CCS authorisation.
- The onlooker is not allowed to watch as long as we have not received the signed confidentiality statement.
- Persons who are involved in the research project, but are not active on RA and only read output once it is released do not have to be reported to Microdataservices.

Throughput time

Within 2 working days after we have received all the information we need, we will send you the confidentiality statement and expect you to return the signed document as soon as possible.

Details and costs involved

This service is free of charge.

Importing your own microdata

Service description	Type of service: **Supplementary**

In consultation with us, you can let us import your own set of data on individual companies/institutions/persons in your project environment on RA. This dataset can be analysed in combination with other datasets made available by CBS.

What can you expect from us?

- Directly identifiable variables are deleted from the imported dataset (e.g. name, address, municipality of residence, Chamber of Commerce number, etc.).
- These variables are replaced by a meaningless (but unique) key also found in the CBS datasets. This procedure enables you to link your dataset to CBS datasets in a later stage of your research project.
- Your own identifiers (record number, participant number) are encrypted to prevent identification.

What do we expect from you?

- The data must be obtained legally and the provision to CBS should also be legal.
- The data can only be imported via our secured upload facility. On our website www.cbs.nl/microdata, you will find instructions in a separate document on how to use this upload facility. Datasets must not be sent by e-mail, because in that case confidentiality is not sufficiently guaranteed.
- We expect you to provide an accurate description of the content of the file and all variables in it. This is necessary to decide which variables must be deleted because their presence can result in disclosure.
- We advise you to label the variables properly as soon as the dataset is imported. It is obligatory to include these labels in the output which is partly based on your own dataset. Without these labels, we cannot check the output and consequently the output cannot be released.
- Add the project number provided by the account manager to the dataset that you want to upload and send us a email on Microdata@cbs.nl if you have uploaded your data.

Throughput time

No longer than 2 weeks after receipt of the dataset, you will be able to use it.

Details and costs involved

For each dataset, a fixed amount is charged once for this service.A distintion is made between simple encryption (Chamber of Commerce number or your own record ID), , normal encryption (social security number (or A number) or identifiable data like gender, date of birth and postcode) and complex encryption (e.g. incorrect combinations of data of birth, postcode, etc. or (often difficult) linking on names of persons or companies).

Compiling custom-made dataset

Service description	Type of service: **Custom-made**

Apart from the datasets available in the catalogue of RA, custom-made datasets can be compiled on the basis of one or more CBS datasets.

What can you expect from us?

- It is important for us to we have a clear understanding of which datasets you are looking for (which variables and which population). We will also discuss the options regarding the linking of datasets with you beforehand.
- Subsequently, we will give you an estimate of the number of hours we think will be needed. Included you will find a detailed description of the dataset, delivery period and a cost estimate based on the number of hours we think we will need. You will be invoiced on the basis of the actual costs. If the costs are likely to exceed the estimate, we will contact you promptly to discuss what the next step(s) will be.
- If unforeseen choices have to be made, we will inform you and discuss the options with you.
- Once we have started to compile the dataset, we will not be able to comply with your additional wishes straightaway. If your wishes affect the dataset we have compiled for you to such an extent that certain parts will have to be redone, we will make a new offer which may be different from the initial offer with respect to throughput time and costs.

What do we expect from you?

- We expect you to provide an accurate description of the data you are looking for and the purpose of your research project. It is our experience that information on the purpose of your study is often more important for us than a specification of the data you need.

Throughput time

Depends on the type of request. The throughput time is specified in the offer.

Details and costs involved

One-off service. The fee for this service is based on the number of hours required at the standard hourly rate.

Use of available supplementary software

Service description	Type of service: **Supplementary**

Apart from standard software packages available for all RA users (see: Outlines working with microdata for more information), a number of supplementary software packages are available at extra costs.

What can you expect from us?

- The following software packages are available:
  - Gauss
  - MLWin
  - Ox GiveWin
  - SAS Base
- The software package is made available immediately after we have received your request and will be available for the time your research project is running. The fee you will be charged for will cover the period from the 1st of the month the request is submitted until the end of the project. Access to the SAS software package can be provided for a shorter period of time (per calendar month).
- We will make sure that enough licences are available, in view of the estimated number of *concurrent users*, but occasionally, all licences may be used simultaneously for a short period of time. In that case, we ask you to try and start up the package again at a later time.

What do we expect from you?

- In your request, you should clearly indicate the software package(s) you want to use and the project number. Please, e-mail your request to Microdata@cbs.nl.

Throughput time

3 working days at the most after receipt of your request the software package will be available.

Details and costs involved

For this service, a fee will be charged on a monthly basis per research project.

Use of supplementary software <u>not</u> available

Service description	Type of service: **Custom-made**

Various software packages are available within the RA environment (some are standard packages), other packages are available as an additional service for all customers). If you require specific software not available in the RA environment, Microdataservices will provide information regarding possibilities and costs involved.

What can you expect from us?

- On the basis the information you provided about the software package, we will check whether technical installation of the package in the RA environment is possible and what the license and installation costs are.
- If installation is technically possible, we will draw up an offer for purchase and installation of the package. The throughput time for installation is also included in this offer.
- After you have accepted the offer, the package is purchased and installed.
- Microdataservices does not give support in case of malfunction. If problems arise, all we can do is re-install the package.

What do we expect from you?

- We expect you to provide an accurate description of the software package(s) you want to use and we ask you to add a link to the website of the software supplier. You should also make clear in your request why the software package you have selected is essential for the execution of the research project and why the software packages available on RA do not meet your demands.

Throughput time

If technical installation is possible, we will draw up an offer within 4 weeks after receipt of your request. The throughput time for the actual installation varies and is included in the offer.

Details and costs involved

The one-off and/or monthly fee for this service is specified in the offer.

Services during an ongoing research project

Support during an ongoing research project

Service description	Type of service: **Basic - Compulsory**

For the duration of your research project, you are allowed to use Remote Access. Microdataservices will supply technical support and, for example, answer simple questions concerning the content of datasets. We assume you have already read manuals, instructions and metadata.

We will charge you for the compulsory service subscription for the use of Remote Access and additional support.

Complex and comprehensive questions which are difficult to answer and time-consuming, are outside the domain of regular support. We will contact you beforehand to agree on the fee. See Answering extensive questions.

What can you expect from us?

- Access to the Remote Access environment.
- The possibility to import or export files without statistical content to/from the RA network (via a Microdataservices employee), e.g. self-written syntax files, documentation reports, encryption lists, etc.
  Export of statistical results is explicitly excluded. This is called output (see the service Output checking).
  Import of statistical micro datasets is also excluded. This is a separate service (see the service Importing your own micro-data).
- During office hours (on working days from 8:30 am to 05:00 pm) we can be contacted for practical problems and questions. You can contact us on Microdata@cbs.nl or 0031(0)70-3375444 (RA helpdesk). It is our ambition to let you know you within 30 minutes whether the problem has been solved and - if not - what the actual situation is and how much time we think we need to solve the problem.
- Questions concerning the content of the datasets made available by CBS can be submitted during office hours by email. We only answer questions concerning the content and use of the datasets. We will usually answer these questions within 5 working days. We will not deal with questions regarding set-up and execution of the research project, as we consider these subjects to be entirely the researcher's responsibility.
- Storage capacity on the RA network. The network storage space is only accessible to members of your project. The maximum storage capacity is 100 GB per research project.
  On a periodic basis, we will check if your research project has not exceeded the storage capacity limits. If this is the case, we will contact you and ask you to remove or zip files. See also the service. Extra storage capacity.
- Several weeks prior to the agreed deadline of your research project, we will inform you about the expiry date of your project. If you have not requested for extension, access to the project will be barred on the first working day after the deadline. A project extension request is generally accepted, provided the activities still fit in with the project as a whole. See the supplementary service Extension of a research project.
  You can inform us at any given moment when you want to conclude your research project, if you finish ahead of time.
- After project closure, Microdataservices will archive your project folder for the next 5 years. Subsequently, the folder will be deleted. If the size of the project folder exceeds 1 GB, an extra fee must be paid, see the service Saving a large project archive. The archiving period can be extended, but extension involves extra costs, see the supplementary service Extension of project archive period.
  All datasets in the project archive are saved in their original format. CBS cannot be held accountable for the readability of the files if, in the future, software or software versions are changed.

What do we expect from you?

- We assume that researchers who use RA have experience with manipulating and analyzing micro datasets. We do not consider it our duty to train researchers who lack these skills. We promote that junior researchers will work under the supervision of an experienced senior researcher.
- We expect researchers to be competent in Dutch and/or English. Documentation reports are available only in Dutch. Other standard information is available in Dutch and English.
- We expect researchers to read the documentation reports and the links in it of the dataset(s) they need.
- We expect RA users to be considerate of other users. All users logged in at the same time share the computing capacity of the environment with each another. If one user takes up a lot of computing power, the performance for other users will be reduced. Please be reasonable and do no more than one job consuming a lot of computing power simultaneously. Simultaneously opening Windows explorer, a Word document or, for example, an SPSS output file appears to be no problem.
- We expect that researchers, as a last step prior to conclusion of their project, will prepare the project folder for archiving by Microdataservices. The preparation involves clearing unnecessary files and subsequently zipping the project folder.

Throughput time

This is a compulsory service for the duration of your research project.

Imports and exports as referred to above will be dealt with within 1 working day.

We will answer questions concerning the content of the datasets within 5 working days. If it is impossible to answer your questions completely within this space of time, we will let you know how much extra time we need.

Details and costs involved

A monthly fee is paid for this service based on the number of dataset topics and the number of users.

Output checking

Service description	Type of service: **Basic**

The (intermediate) results of your research project can be exported from the RA environment. We define this as 'output'. CBS will check your output in advance with respect to privacy- sensitive information.

What can you expect from us?

- We provide clear guidelines for your output. These guidelines are described in a document on our website www.cbs.nl/microdata.
- At the beginning of each working day, we will check whether researchers have created new output. This output will be checked by a CBS employee for the risk of disclosure of data of individual persons/companies or institutions. Aspects regarding the content and statistical quality will not be checked. CBS cannot be held accountable for content and quality of the research project.
- If the output is released, it will be sent by e-mail to your workplace. We do not send output to hotmail, g-mail and similar addresses.
- If the output cannot be released, we will contact you and explain why the output is blocked.

What do we expect from you?

- If you want your output to be dealt with promptly and efficiently, it is important to observe the guidelines for output.
- If the output cannot be released, it is the researcher's responsibility to make adjustments until the output is accepted by CBS. Of course, you can also decide to withdraw the output altogether, but we will charge you for the time we have spent checking your output.

Throughput time

The check is done within 3 working days.

In exceptional cases, the throughput time may increase. We will inform you within 3 working days on the actual throughput time.

Details and costs involved

One-off service.

Outputs, which do not comply with our technical guidelines regarding size, constitute an exception. We will contact you about the additional costs and throughput time.

Adding or withdrawing researcher(s) from a project

Service description	Type of service: **Supplementary**

On request, researchers can be added to or withdrawn from an ongoing research project.

What can you expect from us?

- Researchers can be added to or withdrawn from the project only if a request has been submitted or confirmed by the project leader or one of the researchers.
- If you want to add a researcher already known to us, we will check if the researcher's confidentiality statement is still valid. If this is not the case, we draw up a new confidentiality statement and ask you to return the signed statement.
- A personal user account is created for every researcher added to the project and the rights needed to gain access to files and folders on the RA network will be granted.
- If a researcher is withdrawn from the project, their user account will be disabled.
- Addition of researchers to your project will be registered on the 1st of the month the change will be implemented. Withdrawal of researchers from your project will be registered on the 1st of the next month. If one researcher is replaced by another, both changes will be registered on the 1st of the month the change is reported.

What do we expect from you?

- We expect you to state the names of the researchers in your application as well as the project number of your research project. Please, send your email to Microdata@cbs.nl

Throughput time

Changes will be implemented within 3 working days.

Details and costs involved

Withdrawing or adding researchers from or to a project is free of charge. Monthly costs will be charged per researcher (see the basic service Support during an ongoing research project). A researcher to be added to a project must have been inactive on the project for at least 3 months and be added for at least 3 months, or for as long the project will last if this is less than 3 months. Withdrawing a researcher from a project with only one active researcher is not possible. Researchers who have never worked in an RA environment must be registered first. The fee for this basic service can be found under Authorisation new researcher.

Adding datasets to a research project

Service description	Type of service: **Supplementary**

New or extra datasets can be added to an ongoing research project.

What can you expect from us?

- Datasets can be added to the project only if a request has been submitted or confirmed by the project leader or one of the researchers.
- Extra datasets are subject to evaluation by Microdataservices and have to fit the initial purpose of the research project. If this is not the case, we will contact you and a new research project with a wider scope may be started up consequently.
- Addition of datasets to your project will be registered on the 1st of the month the change will be implemented.
- If the dataset you need has to be customised, the actual compilation is not included in this service (see Compiling custom-made dataset.

What do we expect from you?

- We expect you to specify in your application the datasets you require as well as the project number of your research project. Please, stick to the concepts and nomenclature as used in our catalogue of services on the internet and indicate clearly how the extra datasets and the initial purpose of your research project are related. Send your application by email to Microdata@cbs.nl stating your project number.

Throughput time

If the dataset is included in our dataset catalogue, the change will be implemented within 5 working days. If you require other (custom-made) datasets, there is no fixed throughput time, but we will give you an estimate of the anticipated throughput time.

Details and costs involved

A fee will only be charged if a new dataset topic is added.
It is not possible to remove once requested datasets from a project or to replace them by other datasets.

Answering extensive questions

Service description	Type of service: **Custom-made**

Answering your questions is generally included in regular service support of ongoing research projects. Occasionally, answering a complex question is so time-consuming that we estimate more than 5 hours will be needed. In that case, it is outside the domain of regular support and will be regarded as a customised service.

What can you expect from us?
- We will discuss your question with you in detail.
- Subsequently, we will draw up an offer. The offer includes a detailed description of your question, the number of hours we anticipate to spend on answering your question properly and the costs involved. You will be invoiced on the basis of the actual costs. If the costs exceed the amount mentioned in the offer, we will contact you to discuss with you how we will proceed.

What do we expect from you?
- We expect you to provide a complete picture of your question and the context of the question.

Throughput time

We will contact you within 5 working days after receipt of your request to discuss what steps should be taken.

Details and costs involved

The fee for this service is based on the number of hours needed to answer your question(s).

Extra storage capacity

Service description	Type of service: **Supplementary**
If the maximum amount of storage capacity available on the RA network (shared workspace) is not enough for your research project, you can extend the capacity. The maximum amount of storage capacity available is 100 GB per research project. You can apply for extra storage capacity and the maximum storage capacity depends on the situation at the moment you submit your request.	

What can you expect from us?
• On a periodic basis, we will check whether your research project has exceeded the storage capacity limits. If this is the case, we will contact you and ask you to remove or zip files.

What do we expect from you?
• CBS expects you to stay within the storage limits on the shared workspace (100 GB) and the personal workspace (1 GB).

Throughput time
• Not applicable.

Details and costs involved
We charge a monthly fee. Date of reference is the first day of the month. This service may also be applied temporarily.

Transferring data files from another research project

Service description	Type of service: **Supplementary**
On request, files (syntax files and data files) can be transferred from another ongoing or closed project to an ongoing research project.	

What can you expect from us?
• Files can be transferred from another research project to an ongoing research project only if a request has been submitted or confirmed by the project leader or one of the researchers, and if the institution which has prepared the original files agrees.
• Microdataservices will decide on whether files to be transferred from another project to an ongoing project fit the initial purpose of the ongoing project.

What do we expect from you?
• If you want to transfer files from another research project, we expect you to indicate unequivocally which files you are referring to. Please, indicate clearly in your application the relation between these files and the purpose of your current research project. Send your application by email to Microdata@cbs.nl
• If you want to transfer data files from another research project, we expect you to apply the datasets which are used to produce the data files for your current research project (see Adding datasets to a research project).
• We expect you to check properly which versions of the datasets are used in the data file which is to be transferred. The use of obsolete versions of the source files implies that certain corrections made in these datasets are not included.

Throughput time
The change is implemented within 5 working days.

Details and costs involved
The service is free of charge for transferring files from a closed project, if you have fulfilled the expectations with respect to data file storage as described in the service Closing a research project. If you want to transfer files from another ongoing project this service is free of charge if you make a separate folder containing the files to transfer. If you have not fulfilled these expectations we charge a standard hourly rate.

Transferring converted catalogue datasets

Service description	Type of service: **Supplementary**

Microdataservices offers users of STATA and SAS the option to save converted catalogue files in another directory than the shared workspace on the RA network. In this way these files do not count for the storage capacity of your project.

What can you expect from us?

- We place the file with script in the Microdataservices directory 'geconverteerde data' of the appropriate catalogue file.
- You will be notified as soon as the file has been transferred.

What do we expect from you?

- We expect you to check whether the converted file is not yet on the RA network. If it is, it will be in the directory of the catalogue file. The converted file should be in the folder 'geconverteerde data'. There is a maximum of one converted file per catalogue file per software package (a new converted file is possible for each version).
- We expect that if the converted file is not in the folder, you'll make a converted file by means of a script containing your name, institute, project number and date. The name of the converted file is exactly the same as the catalogue file and consists of exactly the same variables as the catalogue file (i.e. no editing). The script has exactly the same name as the file.
- We expect you to send an e-mail to Microdataservices that a converted file with corresponding script is ready to be transferred to the folder 'geconverteerde data'. In this e-mail, describe in which folder the converted file is, which name the converted file and the script have, and which folder it should be transferred to. The request to transfer a converted file to the folder 'geconverteerde data' automatically implies that you agree that the converted file may be used by other researchers.

Throughput time

- The transferring will be dealt with within 3 working days.

Details and costs involved

This service is free of charge. Microdataservices is not responsible for the contents of the converted files. Users are responsible for checking the correctness of the converted file

Moving a research project

Service description	Type of service: **Supplementary**
Moving of a research project to another institution, for example because the researcher starts working at another institution.	

What can you expect from us?
• If the former and the new institution agree to move the project we will draw up an offer. • If the offer is accepted we will draw up a new contract to be signed by the new institution and us. • We will create a new project environment for your research project in the Remote Access environment with the same contents and rights as the old project environment. • We close the old research project.

What do we expect from you?
• We expect you to provide all the information we require in time. We will send you a standard form for completion to make sure nothing is overlooked. • We expect you to return the signed contract in time. Access to your new project environment and datasets will be barred until we have received the signed contract. The starting date mentioned in the contract is binding and is also the date the Support during an ongoing research project takes effect. • If you want special references, etc. to be included on the invoice for your financial administration, please inform us when you send us the completed standard form. .

Throughput time
Within 10 working days after you have accepted the offer, we will send you the contract and expect you to sign and return it. The starting date of the research project always falls on the first day of a month. This is also the date you will find in the contract. If you prefer to start sooner, the first day of the month concerned is taken to be the starting date.

Details and costs involved
One-off service.

Extension of a research project

Service description	Type of service: **Supplementary**

If the project cannot be completed within the period indicated initially, the researcher can apply for extension.

What can you expect from us?

- Several weeks prior to the agreed deadline for your project, we will send an email to the effect that the deadline is near. Subsequently, you must apply for extension of your project since the email is only a reminder.
- Your request for extension will be judged in relation to the initial purpose of your project. As long as the purpose does not change, Microdataservices will generally accept your request for extension.
- Extension is given in blocks of 3 months. If your project is finished within this period, you can submit a request to complete the project at an earlier date and thus reduce the cost.

What do we expect from you?

- We expect you to submit your request for extension at least 5 working days before the agreed deadline of your project has been reached. Please, indicate clearly in your application the extension period (in blocks of 3 months) and the reason for the extension. Do not forget to state your project number.

Throughput time

The throughput time is 5 working days.

Details and costs involved

This service is free of charge, but we do charge the monthly fee for the Support during an ongoing research project for this additional period.

Temporarily freezing a research project

Service description	Type of service: **Supplementary**

A research project can be frozen temporarily.

What can you expect from us?

- A research project can be put on hold for a number of months ranging between 3 and 12 months.
- Access to the project environment is blocked, but the project environment will remain intact on the RA environment.
- Without a reaction from your part, the research project will be re-activated automatically when the agreed period has expired. The monthly costs for support of an ongoing research project will not be due from the 1st of the month following the month of closure until the 1st of the month the project is re-opened. Instead of the service subscription, we will charge a modest monthly fee for keeping your project environment in a semi-active state.

What do we expect from you?

- Microdataservices expects you to state clearly in your request the period and the project number. You can send your request by email to Microdata@cbs.nl.
- Microdataservices expects that unnecessary datasets will be removed from your project environment before your project is frozen, so that no space will be taken up unnecessarily.

Throughput time

Your request to temporarily put your research project on hold will be dealt with within 2 working days.

Details and costs involved

We charge a monthly fee. This amount will be charged instead of the regular monthly costs for Support during an ongoing research project. If applicable, monthly costs for Extra storage capacity during the postponement period are due.

Closing a research project

Service description	Type of service: **Basic - Compulsory**

If the expiry date of a research project is near, various matters have to be dealt with.

What can you expect from us?

- Several weeks prior to the agreed deadline of your research project, we will inform you by email about the expiry date of your project. If applicable, your request for project extension must be submitted by you before the deadline of your project has been reached (see Extension of a research project).
- If the deadline has expired, we will send you a confirmation email.
- Access to the project environment is blocked and the project archive will be saved for a period of 5 years. Without a reaction from your part, the archive folder will be deleted after 5 years. On request, the period your project archive is saved can be extended by 5 years (see Extension of project archive period).
- All files in the project archive are saved in their original formats. CBS cannot be held accountable for the readability of these files if, in the future, software or software versions are changed.
- You will receive a link to the project evaluation form. The results of this survey enable us to monitor whether the service we provide meets the needs of our users. By filling in the evaluation form, you help us to further optimise our current service level and we will appreciate it if you fill in the form.

What do we expect from you?

- Microdataservices expects you to make the archive file ready for archiving before the deadline of your research project has been reached. The project archive includes all files you want to archive from the shared workspace and all personal working spaces. If the size of the archive file exceeds 1 GB, an extra fee has to be paid (see Saving a large project archive).
- We expect you to try and keep the archive file as small as possible.
- We expect you to send the syntax files you think you might use again in a new research project to your own email address before the deadline of your project expires. When the results of your research project are published, you may also need the syntax files to account for the analysis procedure you have used. You can do this by placing the syntax files, together with a standardform output check, in the output folder under the label 'NO OUTPUT' (see output guidelines). In a later stage, you can import the syntax files free of charge when you want to use them in a new research project.
- We expect you to include datasets you want to use in a follow-up project in a separate folder (within the zipped project archive) labelled 'next project'. Add a description of the content to the datasets (which source files are used, including versions). If the files are saved correctly, they can be converted to your next research project free of charge.
- We expect you to you to send copies of all publications resulting from your research to the Centre for Policy-related Statistics no later than four weeks after publication.

Throughput time

Not applicable

Details and costs involved

This service is free of charge.

Services after project completion

Saving a large project archive

Service description	Type of service: **Supplementary**
After conclusion of the research project, the researchers must prepare an archive file for Microdataservices (see Closing a research project). If the zipped archive file exceeds 1 GB, an extra fee will have to be paid.	

What can you expect from us?
• A large project archive is stored for a period of 5 years. Without a reaction from your part, the archive folder will be deleted after 5 years.
• All files in the project archive are saved in their original formats. CBS cannot be held accountable for the readability of the files if, in the future, software or software versions are changed.
• The extra costs are based on the size of the zipped archive file rounded upward to the nearest GB. If the size of the archive file exceeds 1 GB, additional costs will be charged.

What do we expect from you?
• We expect you to keep the archive file as small as possible.

Throughput time
Not applicable.

Details and costs involved
A one-off fee is charged for each extra GB.

Extension of project archive period

Service description	Type of service: **Supplementary**
The default archiving period is 5 years (basic service). On request, you project archive period can be extended by another 5 years.	

What can you expect from us?
• Your project archive will be saved for a period of 10 years after conclusion of your research project, instead of the default period of 5 years. Without a reaction from your part, the archive map will be deleted after 10 years. • All files in the project archive are saved in their original formats. CBS cannot be held accountable for the readability of the files if, in the future, software or software versions are changed. • The extra costs are based on the size of the zipped archive file rounded upward to the nearest GB. You will be charged for the number of GBs.

What do we expect from you?
• You will be invoiced and we expect you to apply for this supplementary service before the research project is concluded and archived.

Throughput time
Not applicable.

Details and costs involved
A one-off fee is charged per GB.

Re-opening a closed research project

Service description	Type of service: **Supplementary**

A research project already concluded can be re-opened on request provided the project archive is still available.

What can you expect from us?

- Only if the archive file is still available, research projects can be re-opened. The default period for a research project is 5 years after the project is closed, unless you have requested for extension of the project archive period to 10 years (see the supplementary service Extension of project archive period).
- When a research project is re-opened, a new intake meeting will not be part of the procedure.
- The RA project environment will be recreated and the content of the archive file will be accessible in this environment.

What do we expect from you?

- Microdataservices expects you to indicate clearly which researchers will (again) participate in your project. These researchers need not be the same persons who have participated in the research project in the past. If the new researchers have never worked in an RA environment, they must be registered first (see the basic service Authorisation new researcher).
- Please indicate what the new end date for the re-opened research project must be.

Throughput time

Your research project will be re-opened no more than 10 working days after receipt of your request.

Details and costs involved

One-off service.
Obviously, you will also be charged for the regular monthly costs for support of an ongoing research project, see the basic service Support for ongoing research project.
If you want to re-open your project and we did not archive it yet (usually not within 3 months after it has been closed), this service will be free of charge, but you will be charged for the monthly costs for temporarily freezing a research project in the period between closing and re-opening the research project; that is, the project will be considered to have continued without interruption.