



SERVICES CATALOGUE



inteco



Instituto Nacional
de Tecnologías
de la Comunicación

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INTRODUCTION

THE NATIONAL INSTITUTE OF COMMUNICATION TECHNOLOGIES (INTECO) is a State owned Company attached to the Spanish Ministry of Industry, Tourism and Trade through the State Secretariat for Telecommunications and for the Information Society. Its corporate purpose is the management, counselling, promotion and dissemination of technological projects within the framework of the Information Society.

INTECO's mission is to bring value and innovation to citizens, SMEs, public administrations and the Information Technologies sector, through the development of ICT projects that contribute to strengthening trust in the Information Society services in Spain, besides promoting a line of international participation.

INTECO provides technical services to the different ministerial departments of the State General Administration in its areas of expertise, which are technological security, accessibility and quality, according to the “in-house providing” system.



By way of this formula, any entity belonging to the State General Administration may demand the services of INTECO without the need to turn to public tender, as the application of the Public Sector Procurement Law (Law 30/2007), in accordance with its article 4.1 n., is in this case expressly excluded.



SECURITY SERVICES

Currently INTECO represents a point of reference, both at a national and international level, in issues relating to technological security, boasting a large team of highly qualified professionals who hold various certifications and wide experience in the field of information security¹ and ICT products and services. Likewise, INTECO takes part in the most prestigious international forums and working groups on information security matters, actively collaborating in different initiatives and fostering knowledge in all our lines of action.



This has allowed us to innovate through the use of sustainable solutions by our INTECO-CERT (INTECO - Computer Emergency Response Team), which enable us to offer a wide range of services aimed at guaranteeing security levels adapted to each type of organisation.

Now INTECO-CERT has 47 professionals in the field of information security.

The main services provided are:

- **Technical Security Auditing**
- **System Hardening**
- **System Forensics**
- **Risk Analysis**
- **Technical Security Consulting, ISMS and Security Master Plans**
- **Managed Security**
- **Training**

In addition, it is possible for enterprises and individuals to contract services through the web portal of INTECO (www.inteco.es). These services are mainly:

¹ Expert in ISMS.
Expert in ISMS auditing.
Certified Information Systems Security Professional (CISSP) of ISC2.
Certified Information Systems Auditor (CISA) of ISACA.

- **Information Services:** with subscription to bulletins and alerts, latest news and events, online warnings on new viruses, vulnerabilities, most widespread email viruses and spam information.
- **Training Services:** guides, handbooks, online courses.
- **Catalogue of ICT Security Products and Companies.**
- **Protection Services:** free tools and software updates.
- **Response and Support Services:** incident management and correction, malware or malicious code management, electronic fraud, legal advisory and diverse forums.

INTECO has at its disposal a Network of Security Sensors spread throughout more than 170 entities (State General Administration, Autonomous Communities' Governments, Local Authorities, Academic Network, service suppliers and various private entities linked to the Information Technology). Thanks to these security sensors, we can regularly receive information on the detection of numerous security incidents in the Spanish networks (malware detection in emails, spam, electronic fraud, botnets, denials of service, etc.).

INTECO-CERT presently has more than 215,000 subscribers to its alerts and daily bulletins on information security, security forums with over 13,000 users and 65,000 queries, and the different contents found in its web page (such as eFraud, guides, handbooks and security tools), which receives more than 550,000 visits monthly.

TECHNICAL SECURITY AUDITING

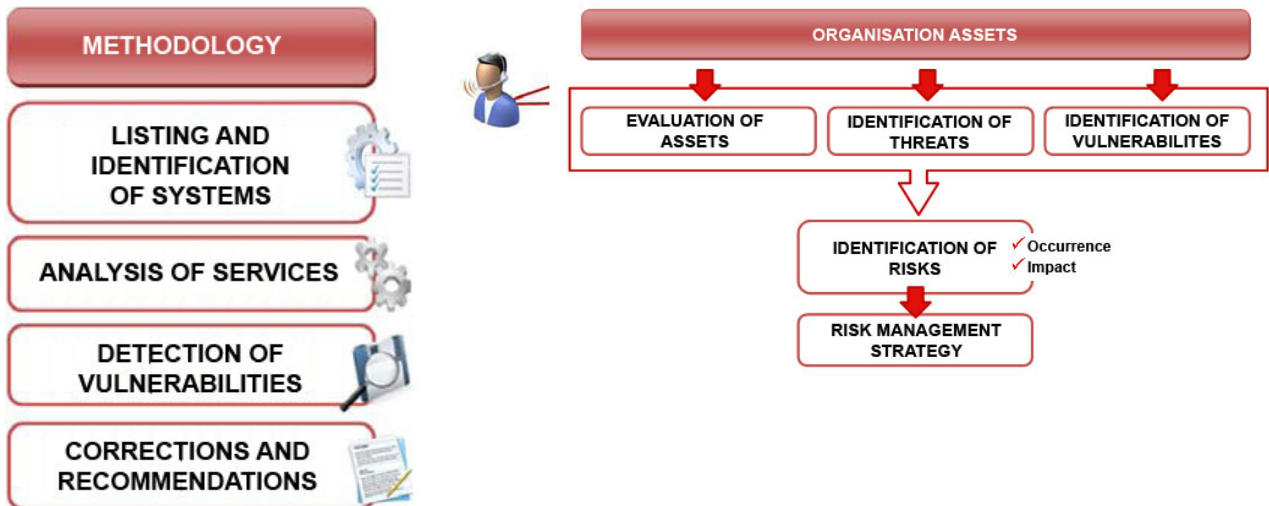


Security auditing allows knowing the precise situation of your organisation's information assets with regard to protection, control and effective security measures implemented. We base our method on ethical hacking techniques, whereby, by the simulation of a real attack, we can analyse the assets and search for vulnerabilities that may endanger an organisation.

There are many types of technical audits, which correspond to the different types of audited assets. INTECO carries out the following technical audits:

- **External Security Audit:** on the information assets which are visible through the Internet.
- **Internal Security Audit:** on the information assets which are visible only through the organisation's internal network.
- **Web Security Audit:** by externally analysing the potential weaknesses and vulnerabilities, which may be present in web developments.
- **Application Code Audit:** by internally analysing the potential weaknesses and vulnerabilities, which may be present in the source code of either a web or any type of application.
- **Security Audits on Mobile Information:** such as PDAs and Smartphones.
- **Security Audits on Communication Networks and Protocols:** Wi-Fi, VoIP, etc.

All these types of technologies may be combined in order to obtain a broader view of your organisation's security.



INTECO has performed various security audits for different bodies and entities of the State General Administration, as well as for regional and local administrations.

SYSTEM HARDENING



INTECO boasts a team of qualified employees working on securing, protecting, and hardening systems. Hardening should be a part of a hardware installation or an initial requirement prior to the exploitation of a service. Nevertheless, a regular check is necessary to guarantee the correct security and protection of the equipment while it is providing the service for which it was designed.

This service offers security guarantees throughout its production stages, and permits you to make easy periodic revisions in order to maintain these security levels at all times.

INTECO has hardened both internal and external systems, standing out among these the hardening of critical assets for different bodies and entities of the State General Administration, as well as for local and autonomous administrations.

SYSTEM FORENSICS



Forensic analysis is a study methodology for the subsequent analysis of computer and network security incidents, by which it is intended to simulate the way in which the system was penetrated or violated, attempting to identify the origin of the attack and the damage done.

INTECO is carrying out the implementation and certification of 150 systems of information security management in the field of Small and Medium Enterprises through its Programme for the Boost to the Implementation and Certification of the ISMS ISO 27001 within the SMEs.

In addition, INTECO received in February 2009 the ISO 27001 certification for the various services provided by its Computer Emergency Response Team (INTECO-CERT), its Information Security Observatory, and its Showroom for Security Technologies. INTECO used as a basis reference methods such as [MAGERIT](#) (Version 2) and risk analysis tools such as [PILAR](#).

TRAINING



INTECO's team has made important efforts in training activities for professionals in matters of information security, organising or participating in a variety of seminars, workshops, courses or master classes.

INTECO puts at your disposal the experience of our trainers to increase the capability of an organisation's professionals. How to evaluate and protect main assets, to establish continually improving security mechanisms, to comply with the current legislation regarding the protection of personal details: these are some of the aspects we cover in our training activities.

INTECO has trained over 300 professionals from different fields (Law Enforcement Agents, technicians from different Government Ministries, Autonomous Communities' Administrations and Local Entities, ICT professionals, etc.)

By means of our training initiatives, the workforce will be ready to design and to address the different security objectives, being capable of efficiently managing all aspects relating to the overall security of an organisation's assets.

Online and in-house training

- Professional Master in Security Technologies.
- ISMS Specialisation Course
- Course on Protection of Digital Identity
- Course on Protection in Social Networks
- Course on Protected Minors
- Course on Protected Minors for Educators and Parents
- Course on Actions against e-Fraud
- Course on CSIRT Organisation
- Course on Web Security Auditing
- Course on Basic Computer Security
- Course for Security Technicians
- Course on Security Auditing
- Course on ICT Legal Issues
- Course on Internet Risks
- Course on Security Incident Management
- Course on Basic Cryptography and Applications
- Course on Secure Development and Security in Applications
- Course for Technological Researchers
- Introductory Course on Information Security
- Spanish Organic Law on Data Protection (*LOPD*) within SMEs: Adaptation and Compliance
- Electronic ID Card: Uses and Benefits

- Protection and Safe Use of PCs and other Devices
- Security in the Internet.



ACCESSIBILITY SERVICES

INTECO's offer of Accessibility services takes in all the necessary processes needed by the organisations to fulfil the requirements of the current legislation and the international directives and initiatives in a sustainable way and in time

INTECO participates in the most prestigious national and international forums and working groups regarding accessibility and is a member of the W3C international consortium.



INTECO's competences, as described by the Royal Decree 1494/2007 of 12 November, and its wide experience gained by our professional team have allowed us to innovate in the development of solutions and tools aimed at the satisfaction of the needs of every type of organisation and in any situation.

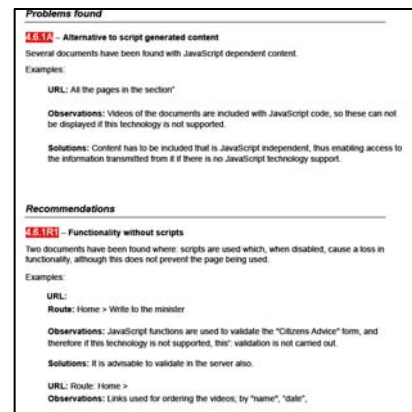
WEB ACCESSIBILITY AUDIT REPORTS



Accessibility auditing allows you to know the exact situation of your websites with regard to the legal requirements and to the Spanish [UNE 139803:2004](#) standard and [WCAG](#) guidelines.

Based on our work on the guidelines of verification laid down by the regulation, we analyse your templates, your development sites and public or private websites, in search for disconformities, which lead to accessibility problems.

These audit reports, which have been performed for more than 90 organisations, and in more than 170 occasions, on varying levels of depth, have ranged from diagnostic analysis (which allows a general view of the state) to a detailed analysis (identifying all problems of the site and providing solutions).



CONSULTANCY SUPPORT



Specialised consultancy support has allowed us to offer more than 360 solutions to around 100 customers from different organisations, covering all types of consultations on Web accessibility by our team of professionals and being based on an agreed service level.

- Standard consultation: <24h.
- Consultation with prototypes²: <72h.

² Consultations with prototype are those that require the building of an infrastructure and prototypes in order to carry out tests in the laboratory.

In this case we offer solutions through our Comprehensive System of Accessibility Consultation Monitoring (S/SCA), an own Web tool which allows us to manage an optimum service level for all the cases opened on a daily basis to our consultants.



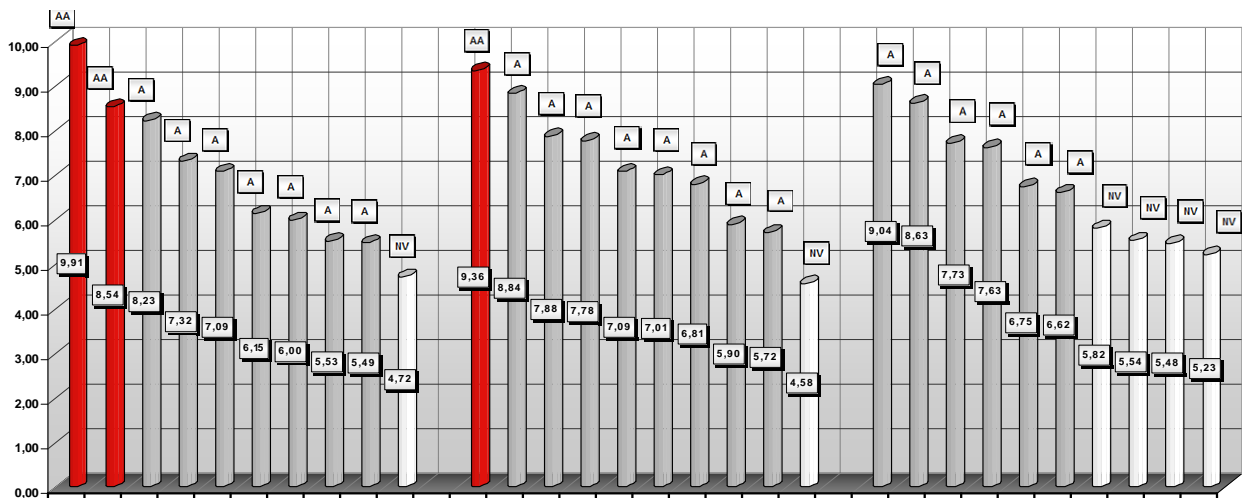
ESTABLISHMENT OF A WEB ACCESSIBILITY OBSERVATORY



It is aimed at organisations responsible for more than one website, or at those interested in following the evolution of their sites, allowing these organisations, by means of the methodology defined by INTECO's team of experts, to receive a detailed analysis of the state and evolution of their sites' accessibility.

The results permit the organisations to make use of a trustworthy, complete analysis and, simultaneously, the exploitation of the results through the generation of comparative statistics, clearly identifying the evolution and tendencies, as well as the most common problems, conclusions and those proposals for improvement or plans of action the organisation should carry out.

For instance, INTECO has set up four Accessibility Observatories for the State General Administration on a representative sample of 30 portals belonging to Ministries and high-level bodies, among the many observatories being carried out constantly.



IMPLEMENTATION OF A COMPREHENSIVE WEB ACCESSIBILITY MANAGEMENT SYSTEM (SIGA)



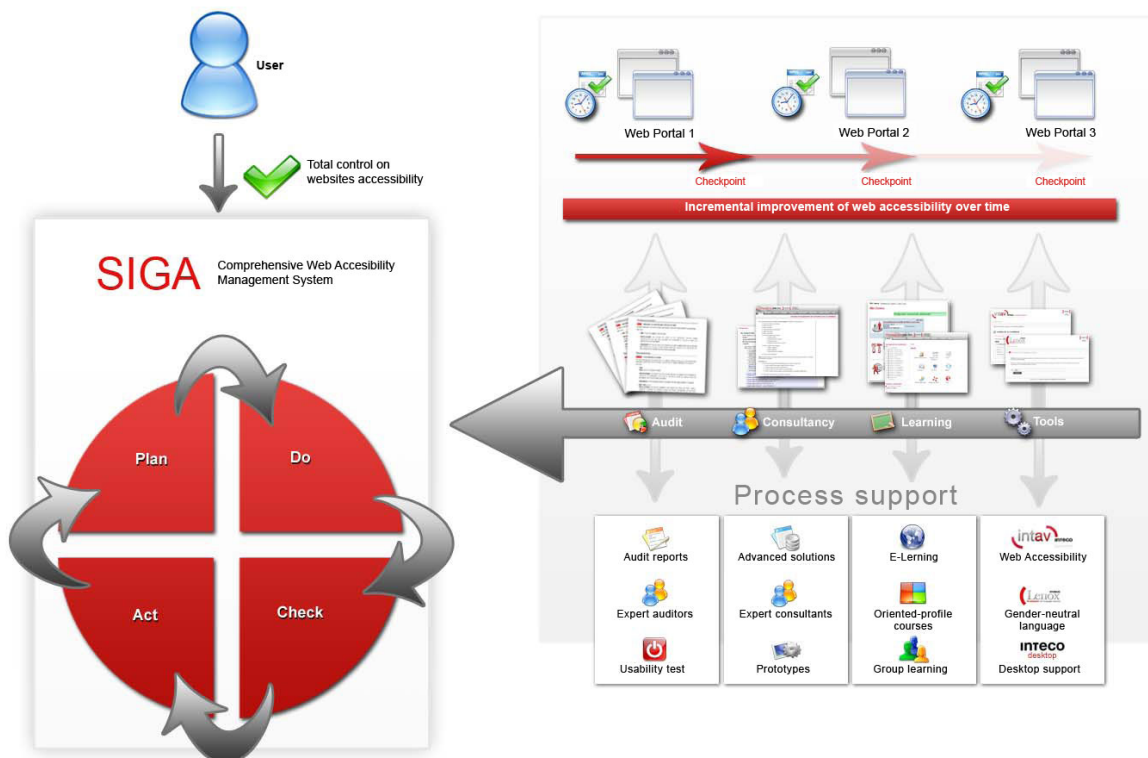
Due to the legal requirements and the high amount of changes that are continually being applied to websites (generally made by users who are not expert in accessibility), the risk of non-compliance is high.

The implementation of a comprehensive web accessibility management system (SIGA) allows the organisations to optimize their efforts as regards accessibility in one or more websites, enabling their continuous evolution and guaranteeing a good level of compliance with the web accessibility legislation.

In the implementation process, INTECO's diverse accessibility services come into play in an organised way:

- Procedures and indicators definitions
- Continuous monitoring tools
- Auditing reports
- Consultancy support
- Training

Thus, it is possible to achieve maturity in issues related to accessibility within the organisation, which permits efficient and professional management.



The SIGA service model has been successfully established in 15 State bodies.

TRAINING



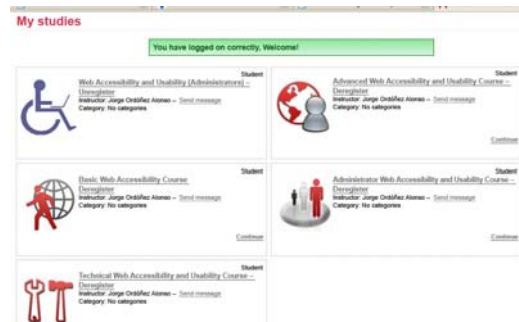
INTECO's employees have undertaken a large number of training programmes, improving the capability of the ICT sector's professionals in matters of web accessibility, organising or taking part in various seminars, workshops and courses.

INTECO places at your disposal the experience of our trainers in order to prepare your organisation's professionals, since highly skilled staff is to be considered essential in effectively maintaining the accessibility of a website in a sustainable way over time.

With all this in mind, we intend to offer training through different channels and to direct it towards different profiles:

1. **Online training:** Over 900 participants have been trained this way. This is conducted by some of our trainers through practical exercises for different profiles and at different levels:

- Basic (10 h)
- Administrator (35 h)
- Technician (60 h)
- Advanced (130 h)



2. **In-house training:** activities carried out in-house, in which our trainers explain the fundamental aspects and techniques concerning Web accessibility and usability. Since 2007, more than 450 professionals have been trained in-house.
3. **Guides and good practice:** supplementary and specific guides on different types of technologies (for example, Flash, PDF, etc.) which have reached over 12,300 downloads. Therefore, this information helps to solve a great number of common problems, maintaining a database of good practice.



ICT QUALITY SERVICES

The quality services offered by INTECO aim fundamentally to improve the quality of the software products generated during the development of applications and computer systems, as well as to improve the software acquisition processes.

INTECO, through its National Laboratory of Software Quality, has become a point of reference as regards software quality, at a national scale, through the creation of a group of professional experts, who have joined forces to develop services aimed to the improvement in competitiveness from a business viewpoint, both for producing companies and software buyers.

This improvement in software quality is supported by three main pillars: processes, tools and people. INTECO's services provide the means towards this improvement, by facilitating best practice, tools and methods, which are applicable to quality control in software development, IT management services, and the acquisition of goods and services.

EVALUATION OF THE QUALITY OF SOFTWARE PRODUCTS



It is obvious that the quality in software production, at a reasonable cost, generates profit both for the company acquiring the product and for the company producing it. Therefore nowadays it is highly important for the organisations to develop and select high quality software products.

This service allows to evaluate the quality of the developing product or end-product using methodologies, people, tools and processes, all this in accordance with the main international standards regarding product quality (ISO/IEC 14598, ISO/IEC 9126 and ISO/IEC 25000).

Depending on the state of the product two levels of evaluation are established:

■ Developing software product.

The objective of the service is the early detection of faults in the product development lifecycle. The detection and correction of these faults will allow: improving the quality of applications and industry's perception, to reduce the time of software delivering, the application development and maintainance costs.

A **Quality Measuring and Analysis Process** will be implemented during the software development lifecycle, which will consist of the following steps:

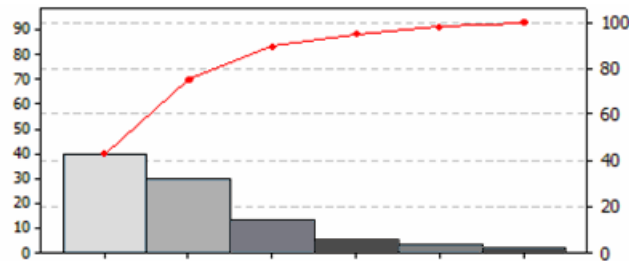
- *Data acquisition.* Use of methods, techniques and tools for the capture of essential data.
- *Data analysis.* Storage, manipulation and metrics analysis.
- *Data presentation.* Preparation of reports including the analysis conclusions: developing product improvements.

■ Finished software product.

Evaluation of the quality of a software product developed through the implementation of a **Quality Evaluation Process** which will include the following steps:

- *Definition of evaluation requirements.* Establishment of the evaluation purpose, product identification (size) and features to evaluate: functionality, usability, efficiency, etc.
- *Evaluation design.* Selection of metrics and establishment of evaluation criteria.

- *Evaluation implementation.* Measurement taking, comparison to the established criteria, assessment of results and elaboration of recommendations for the improvement of products.



ICT QUALITY TECHNICAL OFFICE

By establishing a quality technical office with highly qualified staff, we are able to ensure and certify the quality of the software products generated during the development of applications and computer systems, or even the implementation of buying methodology in the case of software-buying organisations.

The office implements work methodologies and an operating model, defining and establishing the required services for certifying the quality of the products.

Although software developments meet the established functional requirements, the user may value them negatively if their performance is not up to expectations, if the availability level is unsatisfactory or if the usability makes the daily work difficult. The existence of a Technical Office, which manages these aspects, guarantees the satisfaction of the computer application's end user.

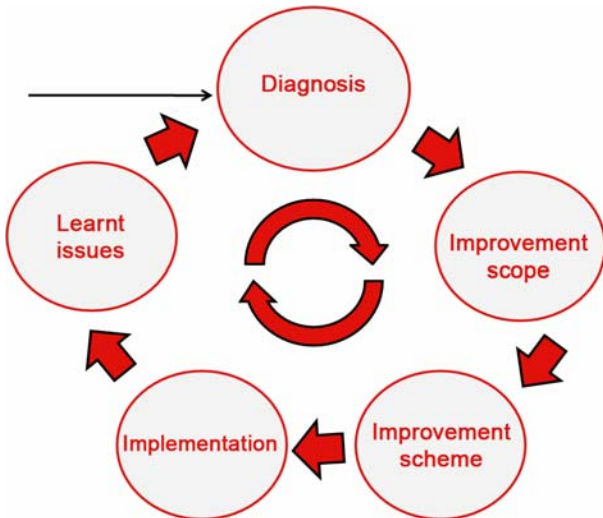


SOFTWARE DEVELOPMENT AND ACQUISITION SUPPORT



Quality is increasingly becoming a requirement for companies and public organisations that need to incorporate and develop new instruments and quality management systems, introducing methods of continuous improvement and adapting their structures, resources and processes.

This service allows the carrying out of an initial analysis with the objective of identifying the situation in which the different process areas of the organisation are found, detecting those, which could be improved. From this initial **diagnosis**, an **improvement scheme** is designed prior to the **implementation**, improvements are implemented and **learned issues** are obtained for future improvements.



In this implementation process, the specialised staff of INTECO provides the following services:

- **Consultancy services:** analysis of the initial situation of processes, definition of improvement schemes and implementation of improvements.
- **Online services:** Company self-diagnosis, directory of tools, and document database.
- **Training services:** guides to best practice, technical workshops and thematic seminars, in-house and online training.

3.3.1.1. SQ1 - Align the measuring and analysis activities

Figure 2. Align the measuring and analysis activities

SP1	SP2	SP3	SP4
100	100	100	100

3.3.1.2. SQ2 - Provide results from the measurement

Figure 4. Provide results from the measurement

COMPARISON RESULTS

FUNCTIONAL AREA	INTECO	INRA
STORAGE OF INFORMATION ON THE PEOPLE INVOLVED IN THE PROJECT	Yes	No
Storage of personal information	Yes	No
Information personalisation	Yes	No
Information security	Yes	No
Information regarding human training	Yes	No
Human availability	Yes	Yes
Use assessment	Yes	Yes
LOG OF PEOPLE INVOLVED IN THE PROJECT		
Maintenance of a log of people involved in the project	Yes	No
Associated documents	Yes	No
Field personalisation	No	No
PERSONNEL ORGANISATION CAPABILITY		
OSB creation (organisation breakdown structure)	No	Yes
OSB creation (project breakdown structure)	No	Yes
RAM creation (responsibility assignment matrix)	Yes	No
RAM personalisation	Yes	No
Organisation chart/ structure of the tasks/PI	Yes	Yes

SEARCH RESULTS

Name	Characteristics	Type	State	Publication date	Date
... de gestión de recursos	... de gestión de recursos	Doc	Activo	10/03/2010	10/03/2010
... de gestión de recursos	... de gestión de recursos	Doc	Activo	11/03/2010	11/03/2010
... de gestión de recursos	... de gestión de recursos	Doc	Activo	11/03/2010	11/03/2010
... de gestión de recursos	... de gestión de recursos	Doc	Activo	11/03/2010	11/03/2010
... de gestión de recursos	... de gestión de recursos	Doc	Activo	11/03/2010	11/03/2010
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... de gestión de recursos	... de gestión de recursos	Doc	Activo	11/03/2010	11/03/2010
... de gestión de recursos	... de gestión de recursos	Doc	Activo	11/03/2010	11/03/2010

TRAINING



INTECO offers you a broad catalogue of in-house or online courses. Furthermore, as an additional aid within this training strategy, guides to best practice in software quality are provided.

The training initiatives are targeted at the different profiles involved in the development and acquisition of software, as well as in the IT service management:



Online and in-house training

■ Software Development:

- Introductory Course on Software Quality
- Course on Methodologies and Certifications
- Course on Software Product Quality
- Course on development-oriented Continuous Improvement
- Introductory Course on Software Engineering: Lifecycle Models
- Course on Agile Development
- Course on Risk Management
- Course on Measurement and Analysis
- Introductory Course on Project Management

■ Software Acquisition:

- Introductory Course on Acquisition Management
- Course on Contract Management
- Course on Management of Suppliers Relations

■ IT Service Management:

- Introductory Course on Service Management.
- Course on Operation of Services.



RESEARCH AND STUDIES SERVICES

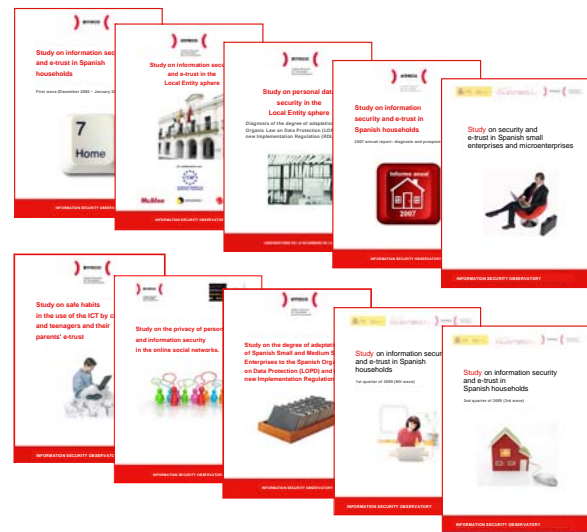
INTECO carries out research and analysis projects framed in the area of information and communication technologies, and particularly in the field of security and e-trust. These services are aimed at companies, sectoral associations, foundations, non-profit organisations, administrations and public bodies of all types. The main services provided are:

DESIGN AND IMPLEMENTATION OF AD HOC RESEARCH PROJECTS



INTECO'S work team provides a comprehensive service for the design and implementation of research projects on markets and technologies, ensuring a multidisciplinary analysis which covers technical, economic, legal and sociological approaches, both from the point of view of the sectoral supply and sectoral demand, citizens (households and minors), companies (specially SMEs) and administrations (local entities and autonomous communities).

INTECO offers a turnkey service: it elaborates a proposal of service adapted to the customer's needs, defines the methodologies appropriate to meeting the objectives, manages the field work, both quantitative (direct, online and CATI surveys) and qualitative (in-depth interviews, focus groups, desk research), analyses the results and drafts the final report and recommendations, providing a comprehensive security consultancy service.

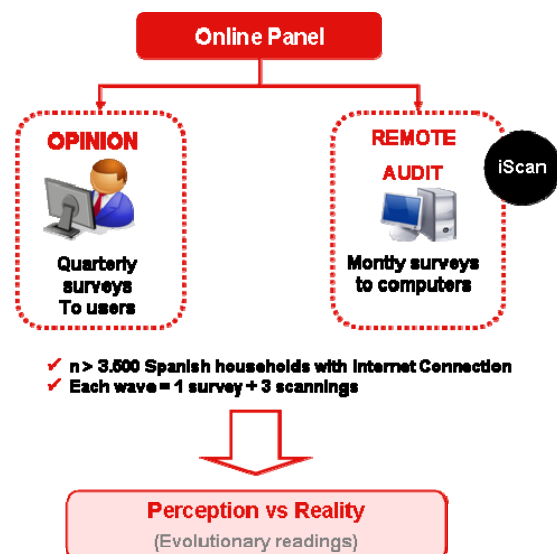


INTERNET USERS PANEL DATA



INTECO obtains monthly information on the uses, habits, machines and perception of a Panel which is made up of over 3 500 Spanish households with Internet connection. This solid and innovative methodology, which combines the performing of online surveys and remote security audits, enables to find out both isolated incidents and behaviours and market tendencies, and the evolution of the users' perception.

Apart from its wide knowledge of the market, INTECO provides a service for the access to the information provided by its Households Panel Data of enabling the introduction of additional models designed by INTECO in collaboration with the customer. The result is a time-series data of the required variables with a ± 1.5 margin of error, with no data collection costs and the possibility for multiple segmentations.



DEVELOPMENT OF AWARENESS MATERIALS

INTECO prepares handbooks, guides, educational games and other instructional materials, targeted at specific groups (citizens, children, SMEs). This service covers from the initial stage of content proposal to the design, editing in the format desired by the customer (online and offline) and advice and training on the correct use of such materials.









SUMMARY OF SERVICES





SECURITY

SERVICE		DETAIL
 SECURITY AUDITING	Periodic Web Auditing	<p>Quarterly audit on a Web application during one year, providing indicators on security evolution.</p> <p>This includes a remote consultancy service (30 h) for the mitigation of risks.</p>
	External Audit	<p>Security audit on the assets exposed on the Internet.</p> <p>This includes a consultancy service for the mitigation of detected risks, with a possibility of a periodic procedure.</p>
	Internal Audit	<p>Security audit on the organisation's internal assets.</p> <p>This includes a consultancy service for the mitigation of detected risks, with a possibility of a periodic procedure.</p>
 SYSTEM HARDENING	<p>Fortification of the organisation's system.</p> <p>This includes procedures for future system security revisions.</p>	
 SYSTEM FORENSICS	<p>Incident analysis and collection of evidence.</p>	
 RISK ANALYSIS	<p>Risk identification and evaluation associated to a group of assets.</p>	
 TECHNICAL SECURITY CONSULTING, ISMS AND SECURITY MASTER PLANS	<p>Design and establishment of the organisation's security strategy.</p>	
 MANAGED SECURITY	<p>Security monitoring and vulnerability management.</p>	
 TRAINING	<p>Types:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Online. <input type="checkbox"/> In-house. 	
 COMPREHENSIVE SECURITY SERVICE	<p>It includes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> External Audit. <input type="checkbox"/> Internal Audit. <input type="checkbox"/> ISMS and Security Master Plan <input type="checkbox"/> Managed Security. 	




ACCESSIBILITY

SERVICE	DETAIL
 WEB ACCESSIBILITY AUDITING REPORTS	Complete auditing report according to WCAG / UNE 139803:2004 and checking after correction process.
 CONSULTANCY SUPPORT	Bank of hours of specialised consultancy and Consultancy online platform.
 ESTABLISHMENT OF A WEB ACCESSIBILITY OBSERVATORY	Detailed analysis on the state and evolution of Web accessibility . It includes: methodology, metrics definition, automated analysis and exploitation of results.
 IMPLEMENTATION OF AN INTEGRAL WEB ACCESSIBILITY MANAGEMENT SYSTEM (SIGA)	Management system which includes: <ul style="list-style-type: none"> □ Procedures and indicators. □ Continuous monitoring tools. □ Auditing reports. □ Consultancy support. □ Training
 TRAINING	On-line training: <ul style="list-style-type: none"> □ Basic course (10 hours) □ Manager course (35 hours) □ Technician course (60 hours). □ Advanced course (130 hours). In-house training and guides.
 WEB ACCESSIBILITY BASIC SERVICE	It includes annually: <ul style="list-style-type: none"> □ Accessibility auditing report. □ Training for 5 students □ Continuous monitoring of the level of web accessibility on a sample from the web portal. □ Continuous monitoring of the correct use of language on a sample from the web portal. □ Service of monthly bulletin on Web Accessibility.

ICT QUALITY

SERVICES	DETAIL
 QUALITY EVALUATION OF SOFTWARE PRODUCTS	<p>Depending on the product state two evaluation levels are defined:</p> <ul style="list-style-type: none"> □ Developing software product <ul style="list-style-type: none"> - Data acquisition - Data analysis - Data presentation □ Finished software product. <ul style="list-style-type: none"> - Definition of evaluation requirements - Evaluation design - Evaluation implementation
 ICT QUALITY TECHNICAL OFFICE	<p>It includes:</p> <ul style="list-style-type: none"> □ Implementation of work methodologies and establishment of an operating model. □ Definition and implementation of the services needed to certify the quality of the product. □ Design and implementation of a quality assurance plan which ensures quality products. □ Generation of reports of the results from the performed certifications. □ Quality assurance within all stages of the development of products. □ Review of documentation linked to software development projects. □ Monitoring of strategic objectives and technological advice.
 SOFTWARE DEVELOPMENT AND ACQUISITION SUPPORT	<p>The following support activities are included for the improvement of processes involved in the development and acquisition of software:</p> <ul style="list-style-type: none"> □ Initial diagnosis □ Improvement scope □ Improvement scheme □ Implementation of organisation improvements □ Learnt issues
 TRAINING	<ul style="list-style-type: none"> □ Online and in-house training. □ Guides to best practice.

RESEARCH AND STUDY SERVICE

SERVICE	DETAIL
 <p>DESIGN AND IMPLEMENTATION OF AD HOC RESEARCH PROJECTS</p>	<ul style="list-style-type: none"> □ Comprehensive service for the design and implementation of research projects on markets and technologies. □ Multidisciplinary (technical, economic, legal, sociological) and multi-sectoral (security supply / demand chain of value: citizens, companies and administrations) analysis. <p>INTECO provides a turnkey service including:</p> <ul style="list-style-type: none"> □ Project proposal adapted to the customer's needs. □ Definition of appropriate methodologies. □ Management of fieldwork, both quantitative (direct surveys, online, CATI) and qualitative (in-depth interviews, discussion groups, documentary search). □ Data processing and result analysis. □ Preparation of diagnosis reports and recommendations.
 <p>INTERNET USERS PANEL DATA</p>	<ul style="list-style-type: none"> □ Panelled sample of more than 3,500 households with Internet connection. □ Monthly and evolutionary reading of requested variables. □ ±1,5 margin of error □ Multiple segmentations □ No funding costs
 <p>DEVELOPMENT OF AWARENESS MATERIALS</p>	<ul style="list-style-type: none"> □ Handbooks, guides, educational games and other training materials. □ Addressed to specific groups (citizens, minors, SMEs).



GOBIERNO
DE ESPAÑA

MINISTERIO
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