

#	Questions	Answers
1.	<p>Process and tasks:</p> <p>Standard processes with standard and repetitive tasks; lots of persons doing work under the organization's control carrying out the same tasks; few products or services</p>	<p>Public Service Centers (PSC) provide 150 types of public services to the population. The public service agency (Head office) and the Territorial administration monitor and coordinate activities PSC, and the PSA structure is repeated in the territorial administrations.</p>
2.	<p>Level of establishment of the MS:</p> <p>Some elements of other management systems are implemented, others not</p>	<p>Level of establishment of the MS:</p> <p>Recently, only in Head office (PSA) has developed and certified ISO 37001.</p>
3.	<p>IT infrastructure complexity:</p> <p>Several different IT platforms, servers, operating systems, databases, networks</p>	<p>Several information systems have been developed to provide public services. In PSA and Territorial administration installed servers in order to management of the local network, e-mail, camera surveillance and access control.</p>