

The logo for the E-Government National Centre (EGNC) features the letters 'eGNC' in a bold, blue, sans-serif font. The 'e' is lowercase, while 'G' and 'NC' are uppercase. Behind the text are several concentric, light blue circles that create a ripple effect.

eGNC

E-GOVERNMENT NATIONAL CENTRE

A large, dark blue wave graphic that starts from the left edge and curves upwards and then downwards towards the right, separating the top logo area from the bottom text area.

Service Catalogue

Version 1.5

A white line-art silhouette of a city skyline is positioned at the bottom of the blue wave graphic. It features various architectural elements, including domes, minarets, and rectangular buildings, set against the dark blue background.

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1.3	06/02/2018	Update on: <ul style="list-style-type: none"> Memory and Storage of development and No. of Virtual Machine Standards for One Government Private Cloud (OGPC) Service exclusion on Government Intranet Service Owner of Co-location Service definition, Service Components and Key Features for National Authentication Module (NAM) Adding new shared Service: <ul style="list-style-type: none"> Service Center Configuration Manager (SCCM) Service Center Service Manager (SCSM)
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1. Introduction

This document provides information on the services delivered by E-Government National Centre (EGNC) to Government and Government Link Companies (GLC) of Brunei Darussalam.

The scope of the Service Catalogue is to provide and maintain accurate information on services offered by EGNC.

The services provided by EGNC are as follows:

1. Central Web Hosting (CWH)
2. Co-Location
3. Government Intranet
4. National Authentication Module (NAM)
5. One Government E-Communication (OGEC)
6. One Government Network (OGN)
7. One Government Private Cloud (OGPC)
8. System Center Configuration Manager (SCSM)
9. System Center Service Manager (SCSM)
10. Talian Darussalam 123 (TD123)

2. Objective

The objective of the Service Catalogue is to provide and maintain information on the services provided by EGNC.

3. Services Type

E-Government National Centre services are divided into two types:-

- For Government Agencies only
- For Government Agencies and Government Linked Companies (GLCs)

The services types are reflected as follows:

Service	Government Agencies Only	Government Agencies and GLCs
Central Web Hosting (CWH)		√
Co-Location		√
Government Intranet	√	
National Authentication Module (NAM)		√
One Government E-Communication (OGEC)		√
One Government Network (OGN)	√	
One Government Private Cloud (OGPC)	√	
System Center Configuration Manager (SCCM)	√	
System Center Service Manager (SCSM)	√	
Talian Darussalam 123 (TD123)		√

4. Central Web Hosting (CWH)

Service Name	Central Web Hosting (CWH)
Service Definition	E-Government National Centre (EGNC) offers Central Web Hosting (CWH) service which is a shared IT service for all ministries and their departments, other related Government entities including Government Linked Companies (GLC) to host websites with the use of Microsoft SharePoint Platform. The vision of this services is to help agency achieve cost savings and efficiencies while modernizing and expanding their IT capabilities without spending capital resources on infrastructure and application licences.
Service Components	<ul style="list-style-type: none"> ▪ Cloud Web Hosting Infrastructure <ul style="list-style-type: none"> • High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website
Service Custodian	Norhasimah Binti Hj A.Latip
Key Features	<ul style="list-style-type: none"> ▪ Staging environment for testing activities in: <ul style="list-style-type: none"> • Website development ▪ Customize public facing web site using Sharepoint 2013 platform <ul style="list-style-type: none"> • Providing easy configuration and content management ▪ Microsoft SQL 2012 ▪ Database and Site Collection Backup services to protect against data loss ▪ 24 hours customer support ▪ Anti-Virus Protection using Symantec Endpoint Protection and Symantec Protection for SharePoint Servers ▪ Traffic access Load Balancing ▪ Providing gov.bn URL for Government agencies
Service Exclusion	<ul style="list-style-type: none"> ▪ Configuration of MySQL connectors to CWH is prohibited
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200 -1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Service Request Window	Every last Saturday of each month, 1900hrs – Sunday 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn

Service cost	No charge for Government agencies
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5. Co-Location Services (Government)

Service Name	Co-Location Services [Government]
Service Definition	E-Government National Centre (EGNC) offers secured state-of-the-art facilities to house your servers. The data centre is designed and equipped to the highest industry standards, utilizing Secure IT Security room with raised floors, Security Surveillance System, Environment Management System, automatic fire extinguishing equipment, uninterruptible power supplies (UPS), backup generators and redundant internet connections to all local major ISPs.
Service Components	<ul style="list-style-type: none"> ▪ Data Center Facilities ▪ Network Operation Centre Services <ul style="list-style-type: none"> • Manned 24-hour network monitoring • High resiliency and fully redundant network • Highly scalable network • Managed routing services • Internet & EGBW bandwidth monitoring • Intrusion prevention system • Managed firewall services • Dedicated co-location zone • Dedicated demilitarised zone (DMZ)for webserver • High speed internet with dual internet service provider(DST and Telbru) ▪ Network Communication Equipment and Services <ul style="list-style-type: none"> • Extranet (OGN) Router • Bandwidth manager at extranet zone • Internet router • Intrusion prevention system • Bandwidth manager at internet zone • ISP Load Balancer • Core firewall • Core switches • DMZ Zone Distribution switch • Access switch • Co-host Firewall • Co-location Zone distribution switch
Service Custodian	Hjh Norlina binti Abd Rahman

Key Features	<ul style="list-style-type: none"> ▪ Data Center Facilities <ul style="list-style-type: none"> • IT Modular Security Room • 1.2 meters Raised Flooring • Precision air-conditioning system • N+1 Uninterruptible Power System (UPS) • Very early smoke detection alarm (VESDA) System • Dual power source for every rack • FM-200 Fire suppression system • Water leakage detection system • Biometric and Card Access Security System • Standby Power Generator sets • Security Surveillance System utilizing CCTV, Biometric and Proximity Card Access System ▪ Staging room <ul style="list-style-type: none"> • 5m x 5m secure room with card access • A maximum of 1 week inside staging room during the implementation state
Room Type	Shared Room
Rack description	<ul style="list-style-type: none"> ▪ Standard 42U APC Netshelter VX racks (Max width 597mm, max depth 1072mm, max mounting depth 838mm) ▪ A 17" monitor, keyboard and an APC brand rack mounted 8-port KVM switch ▪ Two power strips for each rack – Each strip has ten 10-Amps socket outlets and four 16-Amps socket outlets.
Service Availability	24 by 7
Physical Access Hours	24 by 7 Except Friday, 1200-1400hrs
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Related Information	Application form can be downloadable from http://tinyurl.com/ptd6bxl
Service cost	No charge for Government agencies

6. Co-Location Services (Private)

Service Name	Co-Location Services [Private]
Service Definition	E-Government National Centre (EGNC) offers secured state-of-the-art facilities to house your servers. The data centre is designed and equipped to the highest industry standards, utilizing Secure IT Security room with raised floors, Security Surveillance System, Environment Management System, automatic fire extinguishing equipment, uninterruptible power supplies (UPS), backup generators and redundant internet connections to all local major ISPs.
Service Components	<ul style="list-style-type: none"> ▪ Data Center Facilities ▪ Network Operation Centre Services <ul style="list-style-type: none"> • Manned 24-hour network monitoring • High resiliency and fully redundant network • Highly scalable network • Managed routing services • Internet & EGBW bandwidth monitoring • Intrusion prevention system • Managed firewall services • Dedicated co-location zone • Dedicated demilitarised zone (DMZ)for webserver • High speed internet with dual internet service provider(DST and Telbru) ▪ Network Communication Equipment and Services <ul style="list-style-type: none"> • Extranet (OGN) Router • Bandwidth manager at extranet zone • Internet router • Intrusion prevention system • Bandwidth manager at internet zone • ISP Load Balancer • Core firewall • Core switches • DMZ Zone Distribution switch • Access switch • Co-host Firewall • Co-location Zone distribution switch
Service Custodian	Hjh Norlina binti Abd Rahman

Key Features	<ul style="list-style-type: none"> ▪ Data Center Facilities <ul style="list-style-type: none"> • IT Modular Security Room • 1.2 meters Raised Flooring • Precision air-conditioning system • N+1 Uninterruptible Power System (UPS) • Very early smoke detection alarm (VESDA) System • Dual power source for every rack • FM-200 Fire suppression system • Water leakage detection system • Biometric and Card Access Security System • Standby Power Generator sets • Security Surveillance System utilizing CCTV, Biometric and Proximity Card Access System ▪ Staging room <ul style="list-style-type: none"> • 5m x 5m secure room with card access for unpacking activity • A maximum of 1 week inside staging room during the implementation state 			
Room Type	Private Suite		Shared Room	
Room Size	64 square feet (8ft x 8ft)		-	
Room Options	Option 1 - With Rack Option 2 - Without Rack			
Rack description	<ul style="list-style-type: none"> ▪ Standard 42U APC Netshelter VX racks (Max width 597mm, max depth 1072mm, max mounting depth 838mm) ▪ A 17" monitor, keyboard and an APC brand rack mounted 8-port KVM switch ▪ Two power strips for each rack – Each strip has ten 10-Amps socket outlets and four 16-Amps socket outlets. 			
Service Type	Gold		Silver	
Service Availability	24 by 7		24 by 7	
Physical Access Hours	24 by 7 Except Friday, 1200-1400hrs		Monday to Thursday, Saturday 0800–1700hrs	
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs		Monday to Thursday, Saturday 0800–1700hrs	
Service cost (per month)	Private Suite			
	With Rack	\$12,700.00	With Rack	\$ 11,920.00
	Without Rack	\$ 11,000.00	Without Rack	\$10,370.00
	Shared Room			
	With Rack	\$2,000.00	With Rack	\$1,500.00
	Without Rack	\$1,700.00	Without Rack	\$1,200.00
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn			
Related Information	Application form can be downloadable from http://tinyurl.com/ptd6bxl			

7. Government Intranet

Service Name	Government Intranet
Service Definition	E-Government National Centre (EGNC) offers Government Intranet service which is a shared IT service for all ministries and their departments to host intranet websites, with the use of Microsoft Sharepoint Platform. The vision of this service is to help agency achieve cost savings and efficiencies while modernizing and expanding their IT capabilities without spending capital resources on infrastructure and application licences.
Service Components	<ul style="list-style-type: none"> ▪ Cloud Web Hosting Infrastructure <ul style="list-style-type: none"> • High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website
Service Custodian	Mona Nurasyikin binti Haji Mohamad
Key Features	<ul style="list-style-type: none"> ▪ Staging environment for testing activities in: <ul style="list-style-type: none"> • Website development ▪ Customize intranet websites using Sharepoint 2013 platform <ul style="list-style-type: none"> • Providing easy configuration and content management ▪ Microsoft SQL 2012 ▪ Database and Site Collection Backup services to protect against data loss ▪ 24 hours customer support ▪ Anti-Virus Protection using Symantec Endpoint Protection and Symantec Protection for Sharepoint Servers ▪ Traffic access Load Balancing ▪ Providing <i>intra.gov.bn</i> URL for Government agencies
Service Exclusion	<ul style="list-style-type: none"> ▪ OneDrive service is not available.
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200 -1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1700hrs - Sunday, 2359hrs
Service Request Window	Every last Saturday of each month, 1700hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Service cost	No charge for Government agencies

8. National Authentication Module (NAM)

Service Name	National Authentication Module (NAM)
Service Definition	<p>E-Government National Centre (EGNC) offers the National Authentication Module allowing Government agencies to leverage on a single authentication capability, required for public access to their respective e-services.</p> <p>The National Authentication Module is only meant for authenticating citizen-centric e-services, as opposed to business-centric e-services.</p>
Service Components	<ul style="list-style-type: none"> ▪ E-Darussalam account <ul style="list-style-type: none"> • Leveraging on its access control and authentication service ▪ Activator account <ul style="list-style-type: none"> • For appointed personnel to verify face-to-face a citizen before activating E-Darussalam account
Service Custodian	Hj Md Ruzaini Bin Hj Awg Sabtu
Key Features	<ul style="list-style-type: none"> ▪ Uses SAML (Security Assertion Markup Language) 2.0 <ul style="list-style-type: none"> • For messages exchanged between an agency e-service and NAM ▪ Staging Environment <ul style="list-style-type: none"> • For integration testing of the e-services with NAM ▪ Mobile Application Version <ul style="list-style-type: none"> • Available to work with the e-service's mobile application ▪ Single sign-on capabilities <ul style="list-style-type: none"> • For e-services integrated with E-Darussalam
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Service cost	No charge for Government agencies

9. One Government E-Communication (OGEC)

Service Name	One Government E-Communication (OGEC)		
Service Definition	E-Government National Centre (EGNC) provides email hosting services, using industry leading email and productivity solutions, with 24 by 7 support ensuring reliable and secure communication		
Service Components	<ul style="list-style-type: none"> ▪ E-mail Hosting Service <ul style="list-style-type: none"> • EGNC operates the Email Servers, providing hosting services. ▪ E-mail Relay Service for government applications 		
Service Custodian	Insyirah Binti Haji Ishak		
Key Features	<ul style="list-style-type: none"> ▪ Microsoft Exchange 2013 ▪ Messaging Anti-Virus and Anti-Spam protection to keep users' mailbox safe ▪ Microsoft Outlook <ul style="list-style-type: none"> ▪ Easy set-up on Microsoft Outlook to access your email hassle-free ▪ ActiveSync compatibility <ul style="list-style-type: none"> ▪ Access email on the go! Works for iPhone®, iPad®, Android®, and Windows® smartphones ▪ Outlook Web App (OWA) <ul style="list-style-type: none"> ▪ Manage your email from any browser, anywhere, anytime ▪ Shared Calendar <ul style="list-style-type: none"> ▪ Share your calendar or view others' calendars, making scheduling a breeze. ▪ Shared Contacts <ul style="list-style-type: none"> ▪ Share contacts Government-wide for easy look-up ▪ Create distribution/group list <ul style="list-style-type: none"> ▪ Unlimited distribution lists for sharing information with specific groups. 		
Email Service Plans	Inactive mailbox	Standard mailbox	VIP mailbox
Mailbox Size	2 GB	5 GB	10 GB
Service Availability	24 by 7		
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs		
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays		
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs		

Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Service cost	No charge for Government agencies

10. One Government Network (OGN)

Service Name	One Government Network (OGN)
Service Definition	One Government Network (OGN) is a dedicated wide-area-network infrastructure providing inter-connectivity communication channel for Government agencies to access various e-services as well as the internet through a central gateway. It is based on an end-to-end secured and carrier-grade Metro Ethernet Network using Layer-3 IP-VPN network.
Service Components	<ul style="list-style-type: none"> ▪ Dedicated Wide Area Network (WAN) and Internet services from ISP for the Government
Service Custodian	Mohammad 'Izzat Hilmi Bin Wahid
Key Features	<ul style="list-style-type: none"> ▪ Redundant Network Infrastructure <ul style="list-style-type: none"> • Two Network Infrastructures set-up at two different Data Centre location providing highly resilient and reliable network • Dual internet uplinks on both Data Centres, providing central internet gateway ▪ Carrier Grade Network <ul style="list-style-type: none"> • Dedicated WAN from the ISP, providing reliable communication channel ▪ Secure Connections <ul style="list-style-type: none"> • Encrypted interconnectivity communications between sites • Dedicated Government Private Cloud, eliminating sharing with other private leased lines ▪ Business Partner Links (BPL) <ul style="list-style-type: none"> • Available for corporate to integrate with Government Network
Bandwidth	Minimum 2Mbps up to 1Gbps
Service Pre-Requisite	Each agency must have their own Internal Network Infrastructure, including: <ul style="list-style-type: none"> ▪ Switches ▪ Firewall ▪ DHCP – Dynamic Host Configuration Protocol ▪ Internal wired or wireless connections
Service Availability	24 by 7
Service Desk Hours	24 by 7 except every Friday 12 00 – 14 00

Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Service cost	No charge for Government agencies

11. One Government Private Cloud (OGPC)

Service Name	One Government Private Cloud (OGPC)		
Service Definition	E-Government National Centre (EGNC) offers Private Cloud Infrastructure to host Government agencies application systems. With OGPC, Government agencies can avoid potentially expensive costs of having to purchase, manage and maintain hardware, software and storage infrastructure. OGPC provides flexible, scalable and secure virtual environment based on each Government agencies requirement.		
Service Components	<ul style="list-style-type: none"> ▪ Private Cloud Infrastructure <ul style="list-style-type: none"> • High performance, high reliability, scalable and secure virtual environment providing space, storage and high speed traffic access according to your needs 		
Service Custodian	Mohammad Ammar Izzuddin bin Awang Rosli		
Key Features	<ul style="list-style-type: none"> ▪ Infrastructure as a Service (IaaS) <ul style="list-style-type: none"> • Leveraging on some of the industry leading solutions, providing high performance and reliability • Highly scalable resources, such as Virtual Machine and Storage, that can be adjusted on-demand. ▪ Redundant Set-up <ul style="list-style-type: none"> • Different locations for Production Site and Recovery Site designed and built for reliability ▪ Security <ul style="list-style-type: none"> • Firewall appliance that look after function-specific processing ensuring informations are kept safe ▪ Central Operation Management <ul style="list-style-type: none"> • Central management of all virtual machines for better control and monitoring 		
Service Plans	Development	Standard	Premium
CPU	1-2	1-2	2-4
Memory	1-4GB	1-4GB	4-8GB
Storage	40-60GB	40-60GB	60-120GB
Virtual Machines	Max of 3	Max of 10	No limit but requires approval
Expiration	30-90 DAYS	-	-
Service Availability	24 by 7		
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs		

Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or cloud.service@egc.gov.bn
Service cost	No charge for Government agencies

12. System Center Configuration Manager (SCCM)

Service Name	System Center Configuration Manager (SCCM)
Service Definition	E-Government National Centre(EGNC) offers a configuration Manager that provides remote control, patch management, operating system deployment and hardware/software inventory.
Service Components	<p>Configuration Management Console:</p> <ul style="list-style-type: none"> • Policy Infrastructure • Service Window Manager • CCM Scheduler • State System • CCM CI SDK • Desired Configuration Management (DCM) Agent • DCM Reporting • Configuration Item(CI) Agent • MTC • Configuration Item(CI) Store • Configuration Item(CI) Downloader • Configuration Item(CI) Task Manager • Configuration Item(CI) State Store • Content In[fra]structure • Software Distribution • Reporting
Service Custodian	Abd Moe'ty Bin Haji Abd Samad
Key Features	<ul style="list-style-type: none"> ▪ Client and Server Management: Manage and monitor clients and servers compliance according to specified baseline. ▪ Software Deployment: Install software from software packages provided by EGNC SCCM team such as Microsoft Office upgrade, Java and etc. ▪ Operating Systems Deployment: Upgrade older operating systems to latest Windows 10 operating system. ▪ Windows Update Patches: Deploys latest windows security patches to client and servers.
Service Pre-Requisite	<ul style="list-style-type: none"> ▪ Windows Server 2012 R2 64 Bit
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200 -1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays

Maintenance Window(s)	EGNC will inform to all the email users prior to any schedule plan work.
Enquiry and Support Information	Euc.sccm@egc.gov.bn
Service cost	No charges for Government agencies.

13. System Center Service Manager (SCSM)

Service Name	System Center Service Manager (SCSM)
Service Definition	<p>EGNC provides a management tools which allow service owners to manage service requests, incidents and problem.</p> <p>Service Manager is an integrated platform for automating and adapting IT service management best practices, such as those found in Information Technology Infrastructure Library (ITIL). It provides built-in processes for incident and problem resolution, change control, and asset lifecycle management.</p> <ul style="list-style-type: none"> • service request portal • Data warehousing and reporting • Incident Reporting • Service Request • Change requests
Service Components	<p>Service Manager console</p> <ul style="list-style-type: none"> • Service Requests management - perform to manage service desk functions for organization's computer infrastructure. • Incident Management • Problem Management • This systems management best practices with an automated IT environment for optimal incident and change management. It also integrates System Center Operations Manager (SCOM), Configuration Manager (SCCM) and Active Directory, which make up the configuration management database (CMDB), a knowledge base for in-depth solution support.
Service Custodian	Siti Wardah Binti Hj Lutfi
Key Features	<ul style="list-style-type: none"> ▪ Installation of SCSM console ▪ Browser-based dashboard console access to monitor incident, problem & service Requests. ▪ Fine tuning of email alerts as per service owner requirements. ▪ Reporting Tool <ul style="list-style-type: none"> ○ Long term data retention up to one (1) year.
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200 -1400hrs

Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	EGNC will inform to all the email users prior to any schedule plan work.
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Service cost	No charges for Government agencies.

14. Talian Darussalam 123 (TD123)

Service Name	Talian Darussalam 123
Service Definition	<p>TD123 is a centralized call centre for non-emergency government related services spanning various government agencies. Public can lodge complaints, get information and raise enquiries related to the respective services using the following communication channels:</p> <ol style="list-style-type: none"> 1. Hotline number 123, 2. Email info@123.com.bn 3. Complaint/enquiry form at www.123.gov.bn 4. TD123 social media pages – Facebook, Instagram and Twitter (@td123bn) 5. TD123 Mobile Application 6. TD123 Live Chat (via Whatsapp 8333123)
Service Components	<ul style="list-style-type: none"> ▪ 24 by 7 Frontlines Support <ul style="list-style-type: none"> • Contact agents and the infrastructure of the call centre ▪ Comprehensive Tools <ul style="list-style-type: none"> • To manage and monitor complaints and enquiries
Service Custodian	Norramemi Binti Sahari
Key Features	<ul style="list-style-type: none"> ▪ Allocated Contact Agents <ul style="list-style-type: none"> • The no. of call agents allocation will depend on the no. of calls required to support the respective service ▪ Complaint Management System (CMS) <ul style="list-style-type: none"> • The system is used to manage calls tickets and use as the main communication channels between the operation centre and the agencies ▪ CMS Training <ul style="list-style-type: none"> • Training on the familiarity and how to use the system. ▪ CMS Management Dashboard <ul style="list-style-type: none"> • The dashboard is the proactive monitoring tool showing the overall performance of the agency
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 2200hrs - Sunday, 0200hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or td.123@egc.gov.bn
Service cost	No charge for government agencies