



EGNC

E-GOVERNMENT NATIONAL CENTRE

# Service Catalogue

Version 1.7

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## Document Version Control

### Document Information

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### Document History

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1.0	15/10/15	First creation
1.1	14/05/16	Addition to Service Exclusion in Central Web Hosting (CWH) service
1.2	15/02/2017	Adding new shared service - Government Intranet service Update TD123 Service Definition
1.3	06/02/2018	Update on: <ul style="list-style-type: none"> <li>Memory and Storage of development and No. of Virtual Machine Standards for One Government Private Cloud (OGPC)</li> <li>Service exclusion on Government Intranet</li> <li>Service Owner of Co-location</li> <li>Service definition, Service Components and Key Features for National Authentication Module (NAM)</li> </ul> Adding new shared Service: <ul style="list-style-type: none"> <li>Service Center Configuration Manager (SCCM)</li> <li>Service Center Service Manager (SCSM)</li> </ul>
1.4	1/12/2018	Update on : <ul style="list-style-type: none"> <li>Service plans and mailbox size for One Government E-Communication (OGEC)</li> <li>Features on Government Intranet</li> </ul>

1.5	1/7/2019	<p>Update on :</p> <ul style="list-style-type: none"> <li>• Service Owner (CWH)</li> <li>• Service request window (CWH)</li> <li>• Added new key features (CWH)</li> <li>• Service Owner (Government Intranet)</li> <li>• Updated key features (Government Intranet)</li> <li>• Updated maintenance window (Government Intranet)</li> <li>• Added service request window (Government Intranet)</li> <li>• Service Owner (NAM)</li> <li>• Service components updated (OGEC)</li> <li>• Updated key features (OGEC)</li> <li>• Service Owner (OGPC)</li> </ul>
1.6	10/10/2020	<p>Update on :</p> <ul style="list-style-type: none"> <li>• Co-Location Services (Private)</li> <li>• Service Name [Microsoft End Point Configuration Manager (MECM)]</li> <li>• Service Custodian [Talian Darussalam 123 (TD123)]</li> </ul>
1.7	06/7/2021	<p>Update on :</p> <ul style="list-style-type: none"> <li>• Service Components, Service Custodian (NAM)</li> <li>• Key Features, Service Custodian, Service Pre-Requisite, Maintenance Window, Enquiry &amp; Support Information (MECM)</li> <li>• Service Custodian (OGN)</li> <li>• Service Name, Service Definition, Key Features, Virtual Machine, Validation, Database Service Plans (Cloud Service)</li> </ul>

### Document Approved by

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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. Cloud Service
3. Co-Location
4. Government Intranet
5. National Authentication Module (NAM)
6. One Government E-Communication (OGEC)
7. One Government Network (OGN)
8. Microsoft End Point Configuration Manager (MECM)
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)		√
Cloud Service	√	
Co-Location		√
Government Intranet	√	
National Authentication Module (NAM)		√
One Government E-Communication (OGEC)		√
One Government Network (OGN)	√	
Microsoft End Point Configuration Manager (MECM)	√	
System Center Service Manager (SCSM)	√	
Talian Darussalam 123 (TD123)		√

## 4. Central Web Hosting (CWH)

<b>Service Name</b>	<b>Central Web Hosting (CWH)</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Cloud Web Hosting Infrastructure           <ul style="list-style-type: none"> <li>• High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website</li> </ul> </li> </ul>
<b>Service Custodian</b>	Norhasimah Binti Hj A.Latip
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Staging environment for testing activities in:           <ul style="list-style-type: none"> <li>• Website development</li> </ul> </li> <li>▪ Customize public facing web site using Sharepoint 2013 platform           <ul style="list-style-type: none"> <li>• Providing easy configuration and content management</li> </ul> </li> <li>▪ Microsoft SQL 2012</li> <li>▪ Database and Site Collection Backup services to protect against data loss</li> <li>▪ 24 hours customer support</li> <li>▪ Anti-Virus Protection using Symantec Endpoint Protection and Symantec Protection for SharePoint Servers</li> <li>▪ Traffic access Load Balancing</li> <li>▪ Providing gov.bn URL for Government agencies</li> </ul>
<b>Service Exclusion</b>	<ul style="list-style-type: none"> <li>▪ Configuration of MySQL connectors to CWH is prohibited</li> </ul>
<b>Service Availability</b>	24 by 7
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200 -1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrssuru
<b>Service Request Window</b>	Every last Saturday of each month, 1900hrs – Sunday 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>

Service cost	No charge for Government agencies
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## 5. Cloud Services

<b>Service Name</b>	<b>Cloud Services</b>		
<b>Service Definition</b>	<p>E-Government National Centre (EGNC) offers a multi-tenancy private cloud infrastructure that hosts the systems and applications of Government agencies through on-demand computing resources.</p> <p>With this, Government agencies can avoid potentially expensive costs of having to purchase, manage and maintain hardware, software and storage infrastructure. The Cloud Services provide flexible, scalable and secure virtual environment based on the needs of each Government agencies.</p>		
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Private cloud infrastructure                             <ul style="list-style-type: none"> <li>• High performance, high reliability, scalable and secure virtual environment providing space, storage and high speed traffic access according to your requirements</li> </ul> </li> </ul>		
<b>Service Custodian</b>	Mohammad Ammar Izzuddin bin Awang Rosli		
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Infrastructure as a Service (IaaS)                             <ul style="list-style-type: none"> <li>• Leveraging on some of the industry leading solutions, providing high performance and reliability</li> <li>• Highly scalable resources, such as Virtual Machine and Storage, that can be adjusted on-demand.</li> </ul> </li> <li>▪ Database as a Service (DBaaS)                             <ul style="list-style-type: none"> <li>• Managed databases that are highly scalable</li> </ul> </li> <li>▪ Backup as a Service (BaaS)                             <ul style="list-style-type: none"> <li>• Managed backup service with high-speed recovery</li> </ul> </li> <li>▪ DR as a Service (DRaaS)                             <ul style="list-style-type: none"> <li>• Redundant set-up on multi-sites data centres, designed for better business continuity</li> </ul> </li> <li>▪ Automation driven                             <ul style="list-style-type: none"> <li>• Quick provisioning and metered consumption</li> </ul> </li> <li>▪ Central operational management                             <ul style="list-style-type: none"> <li>• Central management of all virtual machines and/or databases for better control and monitoring</li> </ul> </li> <li>▪ Security                             <ul style="list-style-type: none"> <li>• Active monitoring of network traffic through next-generation firewall to secure and protect the systems or applications</li> </ul> </li> </ul>		
<b>Server Service Plans</b>	<b>Development</b>	<b>Standard</b>	<b>Premium</b>
Operating System	Windows Server 2012 R2, 2016 or 2019 RedHat 6 or 7		
CPU	1-2	1-2	2-4

Memory	1-4 GB	1-4 GB	4-8 GB
Storage	40-60 GB	40-60 GB	60-120 GB
No. of Virtual Machines	Up to 3	Up to 10	No limit but requires approval on a case-by-case basis
Validity	30-90 days	-	-
<b>Database Service Plans</b>	<b>Development</b>		<b>Standard</b>
Database Version	Oracle Enterprise Edition 19c		Oracle Enterprise Edition 19c
Core	1		2
Memory	1-4 GB		1-4 GB
Storage	5 GB		10 GB
No. of Databases	Up to 3		Up to 3
Validity	30-90 days		-
<b>Service Availability</b>	24 by 7		
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200-1400hrs		
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays		
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs		
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>		
<b>Service cost</b>	No charge for Government agencies		

## 6. Co-Location Services (Government)

<b>Service Name</b>	<b>Co-Location Services [Government]</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Data Center Facilities</li> <li>▪ Network Operation Centre Services <ul style="list-style-type: none"> <li>• Manned 24-hour network monitoring</li> <li>• High resiliency and fully redundant network</li> <li>• Highly scalable network</li> <li>• Managed routing services</li> <li>• Internet &amp; EGBW bandwidth monitoring</li> <li>• Intrusion prevention system</li> <li>• Managed firewall services</li> <li>• Dedicated co-location zone</li> <li>• Dedicated demilitarised zone (DMZ)for webserver</li> <li>• High speed internet with dual internet service provider(DST and Telbru)</li> </ul> </li> <li>▪ Network Communication Equipment and Services <ul style="list-style-type: none"> <li>• Extranet (OGN) Router</li> <li>• Bandwidth manager at extranet zone</li> <li>• Internet router</li> <li>• Intrusion prevention system</li> <li>• Bandwidth manager at internet zone</li> <li>• ISP Load Balancer</li> <li>• Core firewall</li> <li>• Core switches</li> <li>• DMZ Zone Distribution switch</li> <li>• Access switch</li> <li>• Co-host Firewall</li> <li>• Co-location Zone distribution switch</li> </ul> </li> </ul>
<b>Service Custodian</b>	Hjh Norlina binti Abd Rahman

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

## 7. Co-Location Services (Private)

<b>Service Name</b>	<b>Co-Location Services [Private]</b>	
<b>Service Definition</b>	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.	
<b>Service Components</b>	Data Centre Facilities <ul style="list-style-type: none"> <li>Use of Meeting Rooms</li> </ul>	
<b>Service Custodian</b>	Hjh Norlina binti Abd Rahman	
<b>Key Features</b>	<ul style="list-style-type: none"> <li>Data Center Facilities <ul style="list-style-type: none"> <li>IT Modular Security Room</li> <li>1.2 meters Raised Flooring</li> <li>Precision air-conditioning system</li> <li>N+1 Uninterruptible Power System (UPS)</li> <li>Very early smoke detection alarm (VESDA) System</li> <li>Dual power source for every rack</li> <li>FM-200 Fire suppression system</li> <li>Water leakage detection system</li> <li>Biometric and Card Access Security System</li> <li>Standby Power Generator sets</li> <li>Security Surveillance System utilizing CCTV, Biometric and Proximity Card Access System</li> </ul> </li> <li>Staging room <ul style="list-style-type: none"> <li>5m x 5m secure room with card access for unpacking activity</li> <li>A maximum of 1 week inside staging room during the implementation state</li> </ul> </li> </ul>	
<b>Room Type</b>	<b>Private Suite</b>	<b>Shared Room</b>
<b>Room Size</b>	64 square feet (8ft x 8ft)	-
<b>Room Options</b>	<b>Option 1 - With Rack</b> <b>Option 2 - Without Rack</b>	
<b>Rack description</b>	<ul style="list-style-type: none"> <li>Standard 42U APC Netshelter VX racks (Max width 597mm, max depth 1072mm, max mounting depth 838mm)</li> <li>A 17" monitor, keyboard and an APC brand rack mounted 8-port KVM switch</li> <li>Two power strips for each rack – Each strip has ten 10-Amps socket outlets and four 16-Amps socket outlets.</li> </ul>	
<b>Service Type</b>	<b>Gold</b>	<b>Silver</b>
<b>Service Availability</b>	24 by 7	24 by 7

<b>Physical Access Hours</b>	24 by 7 Except Friday, 1200-1400hrs		Monday to Thursday, Saturday 0800–1700hrs	
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200-1400hrs		Monday to Thursday, Saturday 0800–1700hrs	
<b>Service cost (per month)</b>	<b>Private Suite</b>			
	<b>With Rack</b>	\$12,700.00	<b>With Rack</b>	\$ 11,920.00
	<b>Without Rack</b>	\$ 11,000.00	<b>Without Rack</b>	\$10,370.00
	<b>Shared Room</b>			
	<b>With Rack</b>	\$2,000.00	<b>With Rack</b>	\$1,500.00
	<b>Without Rack</b>	\$1,700.00	<b>Without Rack</b>	\$1,200.00
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>			
<b>Related Information</b>	Application form can be downloadable from <a href="http://tinyurl.com/ptd6bxl">http://tinyurl.com/ptd6bxl</a>			

## 8. Government Intranet

<b>Service Name</b>	<b>Government Intranet</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Cloud Web Hosting Infrastructure <ul style="list-style-type: none"> <li>• High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website</li> </ul> </li> </ul>
<b>Service Custodian</b>	Mona Nurasyikin binti Haji Mohamad
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Staging environment for testing activities in: <ul style="list-style-type: none"> <li>• Website development</li> </ul> </li> <li>▪ Customize intranet websites using Sharepoint 2013 platform <ul style="list-style-type: none"> <li>• Providing easy configuration and content management</li> </ul> </li> <li>▪ Microsoft SQL 2012</li> <li>▪ Database and Site Collection Backup services to protect against data loss</li> <li>▪ 24 hours customer support</li> <li>▪ Anti-Virus Protection using Symantec Endpoint Protection and Symantec Protection for Sharepoint Servers</li> <li>▪ Traffic access Load Balancing</li> <li>▪ Providing <i>intra.gov.bn</i> URL for Government agencies</li> </ul>
<b>Service Exclusion</b>	<ul style="list-style-type: none"> <li>▪ OneDrive service is not available.</li> </ul>
<b>Service Availability</b>	24 by 7
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200 -1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1700hrs - Sunday, 2359hrs
<b>Service Request Window</b>	Every last Saturday of each month, 1700hrs - Sunday, 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for Government agencies

## 9. National Authentication Module (NAM)

<b>Service Name</b>	<b>National Authentication Module (NAM)</b>
<b>Service Definition</b>	<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>
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ E-Darussalam account <ul style="list-style-type: none"> <li>• Leveraging on its access control and authentication service</li> </ul> </li> <li>▪ Activator account <ul style="list-style-type: none"> <li>• For appointed personnel to verify through TD123 via Whatsapp Live Chat (8333123) or Email (<a href="mailto:info@123.com.bn">info@123.com.bn</a>)</li> <li>Or</li> <li>• Verify face-to-face a citizen before activating E-Darussalam account on Land Transport Department Counters</li> </ul> </li> </ul>
<b>Service Custodian</b>	Hj Muhammad Faadzil Bin Hj Kadir
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Uses SAML (Security Assertion Markup Language) 2.0 <ul style="list-style-type: none"> <li>• For messages exchanged between an agency e-service and NAM</li> </ul> </li> <li>▪ Staging Environment <ul style="list-style-type: none"> <li>• For integration testing of the e-services with NAM</li> </ul> </li> <li>▪ Mobile Application Version <ul style="list-style-type: none"> <li>• Available to work with the e-service's mobile application</li> </ul> </li> <li>▪ Single sign-on capabilities <ul style="list-style-type: none"> <li>• For e-services integrated with E-Darussalam</li> </ul> </li> </ul>
<b>Service Availability</b>	24 by 7
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200-1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for Government agencies



## 10. One Government E-Communication (OGEC)

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

Enquiry and Support Information	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
Service cost	No charge for Government agencies

## 11. One Government Network (OGN)

<b>Service Name</b>	<b>One Government Network (OGN)</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Dedicated Wide Area Network (WAN) and Internet services from ISP for the Government</li> </ul>
<b>Service Custodian</b>	Nuramira Haji Ismail
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Redundant Network Infrastructure <ul style="list-style-type: none"> <li>• Two Network Infrastructures set-up at two different Data Centre location providing highly resilient and reliable network</li> <li>• Dual internet uplinks on both Data Centres, providing central internet gateway</li> </ul> </li> <li>▪ Carrier Grade Network <ul style="list-style-type: none"> <li>• Dedicated WAN from the ISP, providing reliable communication channel</li> </ul> </li> <li>▪ Secure Connections <ul style="list-style-type: none"> <li>• Encrypted interconnectivity communications between sites</li> <li>• Dedicated Government Private Cloud, eliminating sharing with other private leased lines</li> </ul> </li> <li>▪ Business Partner Links (BPL) <ul style="list-style-type: none"> <li>• Available for corporate to integrate with Government Network</li> </ul> </li> </ul>
<b>Bandwidth</b>	Minimum 2Mbps up to 2Gbps
<b>Service Pre-Requisite</b>	Each agency must have their own Internal Network Infrastructure, including: <ul style="list-style-type: none"> <li>▪ Switches</li> <li>▪ Firewall</li> <li>▪ DHCP – Dynamic Host Configuration Protocol</li> <li>▪ Internal wired or wireless connections</li> </ul>
<b>Service Availability</b>	24 by 7
<b>Service Desk Hours</b>	24 by 7 except every Friday 12 00 – 14 00

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

## 12. Microsoft End Point Configuration Manager (MECM)

<b>Service Name</b>	<b>Microsoft End Point Configuration Manager (MECM)</b>
<b>Service Definition</b>	E-Government National Centre(EGNC) offers a configuration Manager that provides remote control, patch management, operating system deployment and hardware/software inventory.
<b>Service Components</b>	<p>Configuration Management Console:</p> <ul style="list-style-type: none"> <li>• Policy Infrastructure</li> <li>• Service Window Manager</li> <li>• CCM Scheduler</li> <li>• State System</li> <li>• CCM CI SDK</li> <li>• Desired Configuration Management (DCM) Agent</li> <li>• DCM Reporting</li> <li>• Configuration Item(CI) Agent</li> <li>• MTC</li> <li>• Configuration Item(CI) Store</li> <li>• Configuration Item(CI) Downloader</li> <li>• Configuration Item(CI) Task Manager</li> <li>• Configuration Item(CI) State Store</li> <li>• Content In[fra]structure</li> <li>• Software Distribution</li> <li>• Reporting</li> </ul>
<b>Service Custodian</b>	End User Computing
<b>Key Features</b>	<p>By having secondary Management Point Server, PTM can achieve the following:</p> <ul style="list-style-type: none"> <li>▪ ADR To automate the windows update to all the workstations that comes with the agent.</li> <li>▪ Deploys latest windows security patches to clients and servers.</li> <li>▪ Upgrade Operating Systems to latest.</li> <li>▪ Install software from software packages provided by EGNC EUC Team such as Windows Office upgrade and etc.</li> <li>▪ Manage and Monitor clients and servers compliance according to specified baseline.</li> <li>▪ Manage End Points using System Center End Point Protection and Windows Defender</li> <li>▪ Creating unique collection by specifying attributes of the users/devices through query.</li> <li>▪ Access client's computer with client's permission through remote control/ remote assistance for troubleshooting.</li> </ul>

<b>Service Pre-Requisite</b>	<ul style="list-style-type: none"><li>Windows Server 2019</li></ul>
<b>Service Availability</b>	24 by 7
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200 -1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	EGNC will inform to PTM only prior to any schedule plan work for Management Servers which including Primary and Secondary MP
<b>Enquiry and Support Information</b>	<a href="mailto:euc.mecm@egc.gov.bn">euc.mecm@egc.gov.bn</a>
<b>Service cost</b>	No charges for Government agencies.

### 13. System Center Service Manager (SCSM)

<b>Service Name</b>	<b>System Center Service Manager (SCSM)</b>
<b>Service Definition</b>	<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"> <li>• service request portal</li> <li>• Data warehousing and reporting</li> <li>• Incident Reporting</li> <li>• Service Request</li> <li>• Change requests</li> </ul>
<b>Service Components</b>	<p>Service Manager console</p> <ul style="list-style-type: none"> <li>• Service Requests management - perform to manage service desk functions for organization's computer infrastructure.</li> <li>• Incident Management</li> <li>• Problem Management</li> <li>• 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.</li> </ul>
<b>Service Custodian</b>	Siti Wardah Binti Hj Lutfi
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Installation of SCSM console</li> <li>▪ Browser-based dashboard console access to monitor incident, problem &amp; service Requests.</li> <li>▪ Fine tuning of email alerts as per service owner requirements.</li> <li>▪ Reporting Tool <ul style="list-style-type: none"> <li>○ Long term data retention up to one (1) year.</li> </ul> </li> </ul>
<b>Service Availability</b>	24 by 7
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200 -1400hrs

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



## 14. Talian Darussalam 123 (TD123)

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