E-GOVERNMENT NATIONAL CENTRE
MINISTRY OF TRANSPORT AND INFOCOMMUNICATIONS
BRUNEI DARUSSALAM

Service Catalogue

Version 1.8

Document Control

Document History

Version	Issue Date	Changes
V1.8	6 June 2023	• Amending and updating EGNC Shared Services.

Approval and Signatures

Document name	Service Catalogue		
The purpose of this document is to provide a formalize Service Catalogue.			
I have reviewed the document and can confirm that it has been endorsed:			

Name	Role	Date
Mazriyani Haji Abdul Ghani	EGNC Director	6 June 2023
Pengiran Amirul Hayat Pengiran Haji Yussop	Chief Operations Officer	6 June 2023

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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; and
- 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)

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	▪ Cloud Web Hosting Infrastructure • 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	▪ Staging environment for testing activities in: • Website development ▪ Customize public facing web site using Sharepoint 2016 platform • Providing easy configuration and content management ▪ Microsoft SQL 2019 ▪ 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	▪ 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

5. Cloud Services

Service Name	Cloud Services
Service Definition	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. 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.
Service Components	▪ Private cloud infrastructure • High performance, high reliability, scalable and secure virtual environment providing space, storage and high speed traffic access according to your requirements
Service Custodian	Mohammad Ammar Izzuddin bin Awang Rosli

Key Features	▪ Infrastucture as a Service (IaaS)
	  • 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.
	▪ Database as a Service (DBaaS)
	  • Managed databases that are highly scalable
	▪ Backup as a Service (BaaS)
	  • Managed backup service with high-speed recovery
	▪ DR as a Service (DRaaS)
	  • Redundant set-up on multi-sites data centres, designed for better business continuity
	▪ Automation driven
	  • Quick provisioning and metered consumption
	▪ Central operational management
	  • Central management of all virtual machines and/or databases for better control and monitoring
	▪ Security
	  • Active monitoring of network traffic through next-generation firewall to secure and protect the systems or applications

Server Service Plans	Development	Standard	Premium
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	-	-

Database Service Plans	Development	Standard
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	-

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

6. 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	▪ Data Center Facilities
	   • Use of Meeting Room
	▪ Network Operation Centre Services
	   • Manned 24-hour network monitoring
	   • High resiliency and fully redundant network
	   • Highly scalable network
	   • Managed routing services
	   • Internet & OGN bandwidth monitoring
	   • Dedicated co-location zone
	   • Dedicated demilitarised zone (DMZ)for webservers
	▪ Network Communication Equipment and Services
	   • Internet router
	   • 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	▪ Data Center Facilities
	   • 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
	   • 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	- 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 Co-Location Application Form
Service cost	No charge for Government agencies

7. 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	Data Centre Facilities • Use of Meeting Rooms
Service Custodian	Hjh Norlina binti Abd Rahman

Key Features	▪ Data Center Facilities
	  • 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
	  • 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	▪ 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 Co-Location Application Form			

8. 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	▪ Cloud Web Hosting Infrastructure • 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	▪ Staging environment for testing activities in:
	  • Website development
	▪ Customize intranet websites using Sharepoint 2016 platform
	  • Providing easy configuration and content management
	▪ Microsoft SQL 2016
	▪ 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 *intra.gov.bn* URL for Government agencies

Service Exclusion	▪ 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

9. National Authentication Module (NAM)

Service Name	National Authentication Module (NAM)
Service Definition	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. The National Authentication Module is only meant for authenticating citizen-centric e-services, as opposed to business-centric e-services.

Service Components	▪ E-Darussalam account
	  • Leveraging on its access control and authentication service
	
	▪ Activator account
	  • For appointed personnel to verify through TD123 via Whatsapp Live Chat (8333123) or Email (info@123.com.bn)
	    Or
	  • Verify face-to-face a citizen before activating E-Darussalam account on Land Transport Department Counters

Service Custodian	Hj Muhammad Faadzil Bin Hj Kadir

Key Features	▪ Uses SAML (Security Assertion Markup Language) 2.0
	  • For messages exchanged between an agency e-service and NAM
	▪ Staging Environment
	  • For integration testing of the e-services with NAM
	▪ Mobile Application Version
	  • Available to work with the e-service's mobile application
	▪ Single sign-on capabilities
	  • 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

10. 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	▪ E-mail Hosting Service • EGNC operates the Email Servers, providing hosting services. ▪ E-mail Relay Service for government applications
Service Custodian	Insyirah Binti Haji Ishak

Key Features	▪ Microsoft Exchange 2019
	▪ Messaging Anti-Virus and Anti-Spam protection to keep users' mailbox safe
	▪ Microsoft Outlook
	  • Easy set-up on Microsoft Outlook to access your email hassle-free
	▪ ActiveSync compatibility
	  • Access email on the go! Works for iPhone®, iPad®, Android®, and Windows® smartphones
	▪ Outlook Web App (OWA)
	  • Manage your email from any browser, anywhere, anytime
	▪ Shared Calendar
	  • Share your calendar or view others' calendars, making scheduling a breeze.
	▪ Shared Contacts
	  • Share contacts Government-wide for easy look-up
	▪ Create distribution/group list
	  • Unlimited distribution lists for sharing information with specific groups.

Email Service Plans	New User	All Users		>= B2 Officer	
Upgrade Plan (based on utilisation)	N/A	Level 1	Level 2	Level 3	Level 4
Mailbox Size	2 GB	5 GB	10 GB	15 GB	20 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

11. 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	▪ Dedicated Wide Area Network (WAN) and Internet services from ISP for the Government
Service Custodian	Nuramira Haji Ismail

Key Features	▪ Redundant Network Infrastructure
	  • 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
	  • Dedicated WAN from the ISP, providing reliable communication channel
	▪ Secure Connections
	  • Encrypted interconnectivity communications between sites
	  • Dedicated Government Private Cloud, eliminating sharing with other private leased lines
	▪ Business Partner Links (BPL)
	  • Available for corporate to integrate with Government Network

Bandwidth	Minimum 2Mbps up to 2Gbps
Service Pre-Requisite	Each agency must have their own Internal Network Infrastructure, including: ▪ 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

12.   Microsoft End Point Configuration Manager (MECM)

Service Name	**Microsoft End Point Configuration Manager (MECM)**
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	Configuration Management Console: ▪ Policy Infrastructure ▪ Service Window Manager ▪ CCM Scheduler ▪ State System ▪ CCM CI SDK ▪ Desired Configuation 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	End User Computing
Key Features	By having secondary Management Point Server, PTM can achieve the following: ▪ ADR To automate the windows update to all the workstations that comes with the agent. ▪ Deploys latest windows security patches to clients and servers. ▪ Upgrade Operating Systems to latest. ▪ Install software from software packages provided by EGNC EUC Team such as Windows Office upgrade and etc. ▪ Manage and Monitor clients and servers complience according to specified baseline. ▪ Manage End Points using System Center End Point Protection and Windows Defender ▪ Creating unique collection by specifying attributes of the users/devices through query. ▪ Access client's computer with client's permission through remote control/ remote assistance for troubleshooting.
Service Pre-Requisite	▪ Windows Server 2019
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 PTM only prior to any schedule plan work for Management Servers which including Primary and Secondary MP
Enquiry and Support Information	euc.mecm@egc.gov.bn
Service cost	No charges for Government agencies.

13.   Talian Darussalam 123 (TD123)

Service Name	Talian Darussalam 123
Service Definition	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: 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) 7. TD123 Live Chat (via TD123 website, www.123.gov.bn)

Service Components	▪ 24 by 7 Frontlines Support
	  • Contact agents and the infrastructure of the call centre
	▪ Comprehensive Tools
	  • To manage and monitor complaints and enquiries

Service Custodian	Nurrul Hafizah Binti Awg Arrifin

Key Features	▪ Allocated Contact Agents
	  • The no. of call agents allocation will depend on the no. of calls required to support the respective service
	▪ Complaint Management System (CMS)
	  • The system is used to manage calls tickets and use as the main communication channels between the operation centre and the agencies
	▪ CMS Training
	  • Training on the familiarity and how to use the system.
	▪ CMS Management Dashboard
	  • 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