

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. 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	Wajihah@ Siti Nur Salwa Binti Hj Md Dali
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 ▪ Backup services to protect against data loss ▪ 24 hours customer support ▪ Anti-Virus Protection using Symantec Endpoint Protection ▪ 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. ▪ Extranet 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)	Monday, Tuesday, Wednesday, Thursday and Friday, 1700hrs – 2359hrs 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