

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	Sabarina Binti Hj Ajak/Abd. Razak
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