

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. ▪ Active Directory (AD) <ul style="list-style-type: none"> • A directory service for Windows containing various data, such as users and equipments informations. ▪ Microsoft Office Communicator <ul style="list-style-type: none"> • A secure enterprise instant messaging service 		
Service Custodian	Insyirah Binti Haji Ishak		
Key Features	<ul style="list-style-type: none"> ▪ Microsoft Exchange Server 2012 ▪ Active Directory (AD) <ul style="list-style-type: none"> ▪ Sync your AD with your mailboxes for easy login and management ▪ Anti-Virus and Anti-Spam protection to keep your Inbox safe ▪ Microsoft Office Communicator providing Instant Messaging service ▪ 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