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

INSPIRe

Integrated Service Portal for Innovative & Re-engineered EGNC Services

Catalogue

Version 2.3

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Document Control

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V1.8	06 June 2023	• Amending and updating EGNC Shared Services.
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V.2.0	24 October 2023	• Added EGNC New Services
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V.2.3	17 December 2024	• Updates on CWH • Updates on Government Intranet • Updates on Mobile Application Hosting Services • Updates on Development Services • Updates on E-Office • Updates on RSVP Form

Approval and Signature

Document Name	Service Catalogue v2.3	
The purpose of the document is to provide formalize the Service Catalogue v2.3.		
I have reviewed the document and can confirm that it has been endorsed:		
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1. Introduction

This document provides information on the services delivered by E-Government National Centre (EGNC) to the Government Agencies, Statutory Bodies, and the 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 Services
3. Co-Location Services (Government)
4. Co-Location Services (Private)
5. Government Intranet
6. National Authentication Module (NAM)
7. One Government E-Communication (OGEC)
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20. Vulnerability Assessment (VA)

2. Objective

The objective of the Service Catalogue is to provide and maintain information on the services provided by EGNC.

3. Service Offerings

E-Government National Centre services offering is categorized into three categories:-

- Offered to Government Agencies only;
- Offered to Statutory Bodies; and
- Offered to Government Linked Companies (GLC).

The service offerings are reflected as follows:

Service	Government Agencies	Statutory Bodies	Government Link Companies (GLC)
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)	√		
National Information Hub (NIH)	√		
Talian Darussalam 123 (TD123)	√	√	
Mobile App Hosting Service	√		
Development Services	√		
E-Office	√		
RSVP Form	√		
Digital ID	√	√	√
Sistem Pengurusan Rekod (SpeRe)	√		
Data Analytics as-a-Service (DAaas)	√		
Gov.BN 2.0	√		

Legend	Current Services	New Upcoming Services

1. Central Web Hosting (CWH)

Service Name	Central Web Hosting (CWH)
Service Definition	Central Web Hosting (CWH) is a shared IT service for all ministries and their departments to host 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	- Central Web Hosting Infrastructure - High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website
Service Custodian	Central Web Hosting Manager, Enterprise Applications Division
Key Features	- Platform: - SharePoint 2016 - Seamless website configuration - User-friendly content management - Website Hosting: - Supports websites size up to **10GB** per site - Designed exclusively for static websites - Staging Environment: - For website development and testing - Backup and Security: - Website backup services to protect against data loss - Server anti-virus protection to ensure security against cyber threats - Traffic Management: - NSX Load Balancer for efficient traffice distributuion and consistent website performance - Domain Services: - Providing gov.bn URL for Government agencies
Service Limitation	- Does not support services like OneDrive or general data storage for non-website content. - Does not support the collection or storage of personal information through forms or other means.
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200hrs -1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs – 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@egnc.gov.bn
Service cost	No charge for Government agencies

2. 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	Cloud Infrastructure Manager, Operations and Infrastructure Division
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, 1200hrs -1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for Government agencies

3. 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	Data Centre Manager, Operations and Infrastructure Division
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, 1200hrs -1400hrs
Service Desk Hours	24 by 7 Except Friday, 1200hrs -1400hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Related Information	Application form can be downloadable from Co-Location Application Form
Service cost	No charge for Government agencies

4. 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	Data Centre Manager, Operations and Infrastructure Division	

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, 1200hrs - 1400hrs		Monday to Thursday, Saturday 0800hrs - 1700hrs	
Service Desk Hours	24 by 7 Except Friday, 1200hrs - 1400hrs		Monday to Thursday, Saturday 0800hrs - 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@egnc.gov.bn			
Related Information	Application form can be downloadable from Co-Location Application Form			

5. 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	Central Intranet Platform Manager, Enterprise Applications Division
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, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 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@egnc.gov.bn
Service cost	No charge for Government agencies

6. 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	e-Services Applications Manager, Enterprise Applications Division
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, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for Government agencies

7. 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	Enterprise Communications Manager, Enterprise Applications Division

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, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for Government agencies

8. One Government Network (OGN)

Service Name	One Government Network (OGN)
Service Definition	One Government Network (OGN) is a dedicated and secure wide area network infrastructure aimed to establish and connect agencies in accessing integrated e-services as well as the Internet from 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	▪ Wide Area Network (WAN) services ▪ Internet services
Service Custodian	Network Manager, Operations and Infrastructure Division

Key Features	▪ Redundant Network STE connectivity
	  • Two network link connectivity set-up providing highly resilient and reliable network
	▪ Carrier Grade Network
	  • Dedicated WAN from the ISP, providing reliable communication channel
	  • Dedicated INTERNET from the ISP, providing reliable communication channel to the public services.
	▪ Secure Connections
	  • Encrypted interconnectivity communications between sites
	  • Dedicated Government private network, eliminating sharing with other private leased lines
	▪ Service Portal.
	  • Dedicated Monitoring and auditing services to the OGN lines as well as their network devices.
	▪ Business Partner Links (BPL)
	  • Available for corporate to integrate with Government Network

Site Category	**Platinum** Consist of diverse fiber connectivity to diverse UNN Exchange and redundant STE on customer premise. **Gold** Consist of diverse fiber connectivity to diverse UNN Exchange and redundant STE on customer premise. The diverse connectivity will comprise of primary connectivity being fiber, whilst secondary using wireless infrastructure. **Silver** Consist of single connectivity to UNN Exchange. There will be no redundant STE on customer premise. **Bronze** Consist of single connectivity to UNN Exchange. There will be no redundant STE on customer premise. This is implemented on site where there are no fiber and there is a feasible wireless solution connectivity to UNN Exchange.

Minimum Bandwidth	20Mbps of OGN line
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 1200hrs – 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 1900hrs - Sunday, 2359hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	• OGN service request (New Site, Relocation and Termination) will be charge by Service provider and the charges will be borne by the requestor (Department/Ministry).

RATES OF THE OGN SERVICE REQUEST CHARGES		
Item	**One Time Charge (OTC) (B$)**	
Line installation	Platinum	$13,000.00
	Gold	$5,700.00
	Silver	$3,000.00
	Bronze	$2,700.00
Last mile fiber implementation	Quoted on case-by-case basis	
4G Infrastructure implementation	Quoted on case-by-case basis	
Line relocation (within same premise)	$900.00	
Line relocation (different site location)	$2,400.00	
Line Termination	$600.00	

- OGN change request (Upgrade, Downgrade, activate (Line Reactivation) and Deactivation (Line Suspension) will be charge by Service provider and the charges will be borne by the requestor (Department/Ministry).
    i. The Government is given a quota of fifteen (15) change requests per month which is inclusive in the Subscription Fees. OTC charges above will apply for the 16th change requests onwards in a month and invoices will be issued directly to the requesting Customer.
    ii. ii. If the quota is used up for the month, the Government will carry forward the new change request to the following month - unless the requesting Customer wants to bear the cost of the change request.
    iii. ii. During the Stabilization Period, the Contractor does not impose a quota for the OGN Change Requests).

FIXED RATES OF OGN CHANGE REQUESTS CHARGES	
Item	**One Time Charge (OTC) (B$)**
Line bandwidth upgrade	$300.00
Line bandwidth downgrade	$300.00
Line suspension (max. 6 months)	$300.00
Line reactivation after line suspension	$300.00

9. 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 Manager, Operations and Infrastructure Division
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, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 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@egnc.gov.bn
Service cost	No charges for Government agencies.

10.   National Information Hub (NIH)

Service Name	**National Information Hub (NIH)**
Service Definition	The National Information Hub (NIH) is a data integration and sharing platform where a collection of common data is placed into one central hub (as a repository). Through NIH, it allows the sharing of data between government agencies and other organizations.
Service Components	Various hubs for different groups of common data
Service Custodian	Data Management Manager, Digitalisation Division
Key Features	Various data hubs availability
Service Pre-Requisite	1. Compliance with the Personal Data Sharing Guidelines 2. Data sharing is agreed by the data provider. 3. Data Provider and Data Recipient system or database must be able to communicate with NIH.

Service Availability	**24 by 7**
Service Desk Hours	24 by 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	-
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charges for Government agencies.

11.   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	TD 123 Manager, Service Management Division

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, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 2200hrs - Sunday, 0200hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or td.123@egnc.gov.bn
Service cost	No charge for government agencies

12.   Mobile Application Hosting Services

Service Name	Mobile Application Hosting Services
Service Definition	Hosting government mobile application under EGNC account on Apple Store and / or Google Play Store.
Service Components	▪ Hosting mobile application ▪ Report
Service Custodian	Digital Experience Office Manager, Digitalisation Division

Key Features	▪ Hosting mobile application
	    • Publish, update, remove mobile applications
	
	▪ Report
	    • Provide statistic reports

Service Availability	24 x 7
Service Desk Hours	24 x 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	-
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for government agencies

13.   Development Services

Service Name	Development Services
Service Definition	E-Government National Centre (EGNC) offers development service for web application forms. The development product shall utilize existing EGNC shared services such as: ▪ Web application form and / or report shall be hosted on Central Web Hosting (CWH) and / or Government Intranet ▪ Database shall be hosted on NCDB ▪ Common data shall utilize NIH
Service Components	▪ Form development – for digitizing paper application forms inclusive of workflow ▪ Database development – for hosting the application forms data ▪ Application Programming Interface (API) development – provides programmatic access to data within an application or a database ▪ Report development – provides report of the application forms
Service Custodian	Digital Experience Office Manager, Digitalisation Division
Key Features	▪ Application Form • Analyze, Design, Development, and Testing of Application Forms ▪ Database • Analyze, Design, and Development of Database ▪ API • Analyze, Design, and Development of API ▪ Report Development • Analyze, Design, and Development of Reports

Service Availability	**Monday to Thursday,** Saturday 0745hrs - 1630hrs Except Public Holidays
Service Desk Hours	24 x 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	-
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for government agencies

14.   E-Office

Service Name	E-Office
Service Definition	Task tracking with e-signature
Service Components	▪ Task tracking ▪ E-Signature
Service Custodian	Digital Experience Office Manager, Digitalisation Division

Key Features	▪ Task Tracking
	    • Create and assign tasks
	    • Create and assign tasks on behalf of colleagues
	    • View tasks
	
	▪ E-Signature
	    • Secured e-signature

Service Availability	24 x 7
Service Desk Hours	24 x 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	-
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for government agencies

15.   RSVP Form

Service Name	RSVP Form
Service Definition	RSVP Form offers your guests the option to respond online to any event invitation.
Service Components	▪ RSVP Form ▪ Report
Service Custodian	Digital Experience Manager, Digitalisation Division

Key Features	▪ RSVP Form
	  • Hosted on Central Web Hosting (CWH)
	
	▪ Report
	  • Provide Event Organiser with a report on the submitted RSVP

Service Availability	24 x 7
Service Desk Hours	24 x 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	-
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for government agencies

16.   Central Account Password Privilege Management (CAPPM)

Service Name	Central Account Password Privilege Management (CAPPM)
Service Definition	Secure privileges for service, application, root, and administrator accounts across your organization
Service Components	All computers being used log in into the CAPPM portal must have the computer running the most updated operating system security patch, current anti-virus definitions, free from malware and firewall enabled.
Service Custodian	Information System Office
Key Features	• Multi-factor authentication • Secure Vault and Password Manager • Access Control • Automation • Discovery • Session Monitoring & Control • Advanced Scripting • Service Account Governance • Distributed Engine (Scaling Out) • Enhanced Auditing, Reporting and Compliance • Approval Workflow • Advanced Unix Features • HA/DR
Service Availability	24 x 7
Service Desk Hours	24 x 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Every Saturday - Sunday
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge

17.   **Vulnerability Assessment (VA)**

Service Name	Vulnerability Assessment (VA)
Service Definition	To identifying vulnerabilities, misconfigurations, and potential security threats across OGN networks, systems, and applications.
Service Components	Object must be connected to OGN Network
Service Custodian	Information System Office
Key Features	1. Comprehensive Vulnerability Assessment 2. Policy Compliance Auditing 3. VA Reporting
Service Availability	24 x 7
Service Desk Hours	24 x 7 Except Friday, 1200hrs - 1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
Maintenance Window(s)	Every Saturday - Sunday
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge

18.   Digital ID

Service Name	Digital ID
Service Definition	Digital Identity is a single credential to verify an individual's identity when making transactions digitally. This is one of the components for the provision of a guaranteed technological infrastructure to support the provision of online Government services and also to further facilitate access to these services for the public.
Service Components	• **Digital ID** – identity for all service matters digitally • **Mobile Application** – a platform for public use for storing credentials • **Blockchain infrastructure** - a platform for the verification of various types of credentials
Service Custodian	Digitalisation Division
Key Features	• **Biometric Login** • **1st Verifiable Credential (VC):** Identity Card • **Mobile App to store multiple credentials** • **VC verifier for private sectors**
Service Availability	TBD
Service Desk Hours	TBD
Technical Support Hours	TBD
Maintenance Window(s)	TBD
Enquiry and Support Information	TBD
Service cost	TBD

19.   Sistem Pengurusan Rekod (SpeRe)

Service Name	Sistem Pengurusan Rekod (SPeRe)
Service Definition	A standard work platform to manage documents, records and correspondence electronically including archive management.
Service Components	• Document Digitization
Service Custodian	Service Management Division

Key Features	• **EDMS**
	  o E-office
	  o Indexing
	  o Record Indexing
	  o Record management
	  o Optical Character Reader
	  o Electronic Signature
	  o File/Folder
	  o User Access Control Management
	  o Secure
	  o Work Flow Management
	• **Digitisation**
	  o Scanning
	  o Record Management

Service Availability	TBD
Service Desk Hours	TBD
Technical Support Hours	TBD
Maintenance Window(s)	TBD
Enquiry and Support Information	TBD
Service cost	TBD

20.   Data Analytics as-a-Service (DAaaS)

Service Name	Data Analytics as-a-Service (DAaaS)
Service Definition	Providing a "platform standard" for the Data Analytics capability facility for the use of government agencies as a shared service.
Service Components	
Service Custodian	Data Management Division, Digitalisation Division
Key Features	• Data Warehouse Platform • Data Analytics tools • Data Analytics user license for developer

Service Availability	TBD
Service Desk Hours	TBD
Technical Support Hours	TBD
Maintenance Window(s)	TBD
Enquiry and Support Information	TBD
Service cost	TBD

21.   Gov.bn 2.0

Service Name	Gov.bn 2.0
Service Definition	A platform that helps in digitizing government services, as well as consolidating government services available online centrally. The implementation of this project will allow the public to transact with government services online easily and quickly.

Service Components

Service Custodian	Enterprise Applications Division

Key Features	• **Government Services** (List of all government services) • **News / Information (General Info)** • **Book Appointments** (Engage 1-to-1 session with agencies) • **Notifications (Reminders)** • **Mailbox** (Communication with agencies) • **Outstanding Payments** (What is owed/pending payments) • **Application Status** (Status of ongoing submitted applications) • **Calendar / Events** (Events in Brunei)

Service Availability	TBD
Service Desk Hours	TBD
Technical Support Hours	TBD
Maintenance Window(s)	TBD
Enquiry and Support Information	TBD
Service cost	TBD