

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. 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 public facing web site 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 gov.bn URL for Government agencies
Service Exclusion	<ul style="list-style-type: none"> ▪ 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
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Service cost	No charge for Government agencies