



قوسٲ بٲعسان اٲي ڪر لجان  
E-GOVERNMENT NATIONAL CENTRE  
MINISTRY OF TRANSPORT AND INFOCOMMUNICATIONS  
BRUNEI DARUSSALAM

# INSPIRE

Integrated Service Portal for Innovative & Re-engineered EGNC Services

## Catalogue

Version 2.0

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## Document Control

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### Approval and Signature

Document Name	Service Catalogue v2.0	
The purpose of the document is to provide formalize the Service Catalogue v2.0.		
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)
8. One Government Network (OGN)
9. Microsoft End Point Configuration Manager (MECM)
10. Talian Darussalam 123 (TD123)
11. Mobile Application Hosting Services
12. Development Services
13. E-Office
14. RSVP Form
15. Digital ID
16. Sistem Pengurusan Rekod (SpeRe)
17. Data Analytics as-a-Service (DAaas)
18. Gov.bn 2.0

## 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

## 4. Central Web Hosting (CWH)

<b>Service Name</b>	<b>Central Web Hosting (CWH)</b>
<b>Service Definition</b>	E-Government National Centre (EGNC) offers Central Web Hosting (CWH) service which is a shared IT service for all ministries and their departments to host websites with the use of Microsoft SharePoint Platform. 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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Cloud Web Hosting Infrastructure             <ul style="list-style-type: none"> <li>• High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website</li> </ul> </li> </ul>
<b>Service Custodian</b>	Central Web Hosting Manager, Enterprise Applications Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Staging environment for testing activities in:             <ul style="list-style-type: none"> <li>• Website development</li> </ul> </li> <li>▪ Customize public facing web site using Sharepoint 2016 platform             <ul style="list-style-type: none"> <li>• Providing easy configuration and content management</li> </ul> </li> <li>▪ Microsoft SQL 2019</li> <li>▪ Database and Site Collection Backup services to protect against data loss</li> <li>▪ 24 hours customer support</li> <li>▪ Anti-Virus Protection using Symantec Endpoint Protection and Symantec Protection for SharePoint Servers</li> <li>▪ Traffic access Load Balancing</li> <li>▪ Providing <i>gov.bn</i> URL for Government agencies</li> </ul>
<b>Service Exclusion</b>	<ul style="list-style-type: none"> <li>▪ Configuration of MySQL connectors to CWH is prohibited</li> </ul>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs -1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs – 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs
<b>Service Request Window</b>	Every last Saturday of each month, 1900hrs - Sunday 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for Government agencies

## 5. Cloud Services

Service Name	Cloud Services
<b>Service Definition</b>	<p>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.</p> <p>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.</p>
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Private cloud infrastructure               <ul style="list-style-type: none"> <li>• High performance, high reliability, scalable and secure virtual environment providing space, storage and high speed traffic access according to your requirements</li> </ul> </li> </ul>
<b>Service Custodian</b>	Cloud Infrastructure Manager, Operations and Infrastructure Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Infrastructure as a Service (IaaS)               <ul style="list-style-type: none"> <li>• Leveraging on some of the industry leading solutions, providing high performance and reliability</li> <li>• Highly scalable resources, such as Virtual Machine and Storage, that can be adjusted on-demand.</li> </ul> </li> <li>▪ Database as a Service (DBaaS)               <ul style="list-style-type: none"> <li>• Managed databases that are highly scalable</li> </ul> </li> <li>▪ Backup as a Service (BaaS)               <ul style="list-style-type: none"> <li>• Managed backup service with high-speed recovery</li> </ul> </li> <li>▪ DR as a Service (DRaaS)               <ul style="list-style-type: none"> <li>• Redundant set-up on multi-sites data centres, designed for better business continuity</li> </ul> </li> <li>▪ Automation driven               <ul style="list-style-type: none"> <li>• Quick provisioning and metered consumption</li> </ul> </li> <li>▪ Central operational management               <ul style="list-style-type: none"> <li>• Central management of all virtual machines and/or databases for better control and monitoring</li> </ul> </li> <li>▪ Security               <ul style="list-style-type: none"> <li>• Active monitoring of network traffic through next-generation firewall to secure and protect the systems or applications</li> </ul> </li> </ul>

Server Service Plans	Development	Standard	Premium
<b>Operating System</b>	Windows Server 2012 R2, 2016 or 2019 RedHat 6 or 7		
<b>CPU</b>	1-2	1-2	2-4
<b>Memory</b>	1-4 GB	1-4 GB	4-8 GB
<b>Storage</b>	40-60 GB	40-60 GB	60-120 GB
<b>No. of Virtual Machines</b>	Up to 3	Up to 10	No limit but requires approval on a case-by-case basis
<b>Validity</b>	30-90 days	-	-
Database Service Plans	Development	Standard	
<b>Database Version</b>	Oracle Enterprise Edition 19c	Oracle Enterprise Edition 19c	
<b>Core</b>	1	2	
<b>Memory</b>	1-4 GB	1-4 GB	
<b>Storage</b>	5 GB	10 GB	
<b>No. of Databases</b>	Up to 3	Up to 3	
<b>Validity</b>	30-90 days	-	
<b>Service Availability</b>	<b>24 by 7</b>		
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs -1400hrs		
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays		
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs		
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>		
<b>Service cost</b>	No charge for Government agencies		



## 6. Co-Location Services (Government)

Service Name	Co-Location Services [Government]
<b>Service Definition</b>	<p>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.</p>
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Data Center Facilities               <ul style="list-style-type: none"> <li>• Use of Meeting Room</li> </ul> </li> <li>▪ Network Operation Centre Services               <ul style="list-style-type: none"> <li>• Manned 24-hour network monitoring</li> <li>• High resiliency and fully redundant network</li> <li>• Highly scalable network</li> <li>• Managed routing services</li> <li>• Internet &amp; OGN bandwidth monitoring</li> <li>• Dedicated co-location zone</li> <li>• Dedicated demilitarised zone (DMZ) for webserver</li> </ul> </li> <li>▪ Network Communication Equipment and Services               <ul style="list-style-type: none"> <li>• Internet router</li> <li>• Core switches</li> <li>• DMZ Zone Distribution switch</li> <li>• Access switch</li> <li>• Co-host Firewall</li> <li>• Co-location Zone distribution switch</li> </ul> </li> </ul>
<b>Service Custodian</b>	Data Centre Manager, Operations and Infrastructure Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Data Center Facilities               <ul style="list-style-type: none"> <li>• IT Modular Security Room</li> <li>• 1.2 meters Raised Flooring</li> <li>• Precision air-conditioning system</li> <li>• N+1 Uninterruptible Power System (UPS)</li> <li>• Very early smoke detection alarm (VESDA) System</li> <li>• Dual power source for every rack</li> <li>• FM-200 Fire suppression system</li> <li>• Water leakage detection system</li> <li>• Biometric and Card Access Security System</li> <li>• Standby Power Generator sets</li> <li>• Security Surveillance System utilizing CCTV, Biometric and Proximity Card Access System</li> </ul> </li> <li>▪ Staging room               <ul style="list-style-type: none"> <li>• 5m x 5m secure room with card access</li> <li>• A maximum of 1 week inside staging room during the implementation state</li> </ul> </li> </ul>

<b>Room Type</b>	Shared Room
<b>Rack description</b>	<ul style="list-style-type: none"> <li>▪ Standard 42U APC Netshelter VX racks (Max width 597mm, max depth 1072mm, max mounting depth 838mm)</li> <li>▪ A 17" monitor, keyboard and an APC brand rack mounted 8-port KVM switch</li> <li>▪ Two power strips for each rack – Each strip has ten 10-Amps socket outlets and four 16-Amps socket outlets.</li> </ul>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Physical Access Hours</b>	24 by 7 Except Friday, 1200hrs -1400hrs
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs -1400hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Related Information</b>	Application form can be downloadable from <a href="#">Co-Location Application Form</a>
<b>Service cost</b>	No charge for Government agencies

## 7. Co-Location Services (Private)

<b>Service Name</b>	<b>Co-Location Services [Private]</b>	
<b>Service Definition</b>	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.	
<b>Service Components</b>	Data Centre Facilities <ul style="list-style-type: none"> <li>• Use of Meeting Rooms</li> </ul>	
<b>Service Custodian</b>	Data Centre Manager, Operations and Infrastructure Division	
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Data Center Facilities             <ul style="list-style-type: none"> <li>• IT Modular Security Room</li> <li>• 1.2 meters Raised Flooring</li> <li>• Precision air-conditioning system</li> <li>• N+1 Uninterruptible Power System (UPS)</li> <li>• Very early smoke detection alarm (VESDA) System</li> <li>• Dual power source for every rack</li> <li>• FM-200 Fire suppression system</li> <li>• Water leakage detection system</li> <li>• Biometric and Card Access Security System</li> <li>• Standby Power Generator sets</li> <li>• Security Surveillance System utilizing CCTV, Biometric and Proximity Card Access System</li> </ul> </li> <li>▪ Staging room             <ul style="list-style-type: none"> <li>• 5m x 5m secure room with card access for unpacking activity</li> <li>• A maximum of 1 week inside staging room during the implementation state</li> </ul> </li> </ul>	
<b>Room Type</b>	<b>Private Suite</b>	<b>Shared Room</b>
<b>Room Size</b>	64 square feet (8ft x 8ft)	-
<b>Room Options</b>	<b>Option 1</b> - With Rack <b>Option 2</b> - Without Rack	
<b>Rack description</b>	<ul style="list-style-type: none"> <li>▪ Standard 42U APC Netshelter VX racks (Max width 597mm, max depth 1072mm, max mounting depth 838mm)</li> <li>▪ A 17" monitor, keyboard and an APC brand rack mounted 8-port KVM switch</li> <li>▪ Two power strips for each rack – Each strip has ten 10-Amps socket outlets and four 16-Amps socket outlets.</li> </ul>	
<b>Service Type</b>	<b>Gold</b>	<b>Silver</b>

<b>Service Availability</b>	<b>24 by 7</b>	<b>24 by 7</b>		
<b>Physical Access Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs	Monday to Thursday, Saturday 0800hrs - 1700hrs		
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs	Monday to Thursday, Saturday 0800hrs - 1700hrs		
<b>Service cost (per month)</b>	<b>Private Suite</b>			
	<b>With Rack</b>	\$12,700.00	<b>With Rack</b>	\$ 11,920.00
	<b>Without Rack</b>	\$ 11,000.00	<b>Without Rack</b>	\$10,370.00
	<b>Shared Room</b>			
	<b>With Rack</b>	\$2,000.00	<b>With Rack</b>	\$1,500.00
	<b>Without Rack</b>	\$1,700.00	<b>Without Rack</b>	\$1,200.00
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>			
<b>Related Information</b>	Application form can be downloadable from <a href="#">Co-Location Application Form</a>			

## 8. Government Intranet

<b>Service Name</b>	<b>Government Intranet</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Cloud Web Hosting Infrastructure           <ul style="list-style-type: none"> <li>• High performance, high reliability and scalable virtual environment providing space, storage and high speed traffic access for hosting website</li> </ul> </li> </ul>
<b>Service Custodian</b>	Central Intranet Platform Manager, Enterprise Applications Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Staging environment for testing activities in:           <ul style="list-style-type: none"> <li>• Website development</li> </ul> </li> <li>▪ Customize intranet websites using Sharepoint 2016 platform           <ul style="list-style-type: none"> <li>• Providing easy configuration and content management</li> </ul> </li> <li>▪ Microsoft SQL 2016</li> <li>▪ Database and Site Collection Backup services to protect against data loss</li> <li>▪ 24 hours customer support</li> <li>▪ Anti-Virus Protection using Symantec Endpoint Protection and Symantec Protection for Sharepoint Servers</li> <li>▪ Traffic access Load Balancing</li> <li>▪ Providing <i>intra.gov.bn</i> URL for Government agencies</li> </ul>
<b>Service Exclusion</b>	<ul style="list-style-type: none"> <li>▪ OneDrive service is not available.</li> </ul>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1700hrs - Sunday, 2359hrs
<b>Service Request Window</b>	Every last Saturday of each month, 1700hrs - Sunday, 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>

**Service cost** No charge for Government agencies

## 9. National Authentication Module (NAM)

<b>Service Name</b>	<b>National Authentication Module (NAM)</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ E-Darussalam account           <ul style="list-style-type: none"> <li>• Leveraging on its access control and authentication service</li> </ul> </li> <li>▪ Activator account           <ul style="list-style-type: none"> <li>• For appointed personnel to verify through TD123 via Whatsapp Live Chat (8333123) or Email (<a href="mailto:info@123.com.bn">info@123.com.bn</a>)</li> <li>Or</li> <li>• Verify face-to-face a citizen before activating E-Darussalam account on Land Transport Department Counters</li> </ul> </li> </ul>
<b>Service Custodian</b>	e-Services Applications Manager, Enterprise Applications Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Uses SAML (Security Assertion Markup Language) 2.0           <ul style="list-style-type: none"> <li>• For messages exchanged between an agency e-service and NAM</li> </ul> </li> <li>▪ Staging Environment           <ul style="list-style-type: none"> <li>• For integration testing of the e-services with NAM</li> </ul> </li> <li>▪ Mobile Application Version           <ul style="list-style-type: none"> <li>• Available to work with the e-service's mobile application</li> </ul> </li> <li>▪ Single sign-on capabilities           <ul style="list-style-type: none"> <li>• For e-services integrated with E-Darussalam</li> </ul> </li> </ul>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for Government agencies

## 10. One Government E-Communication (OGEC)

<b>Service Name</b>	<b>One Government E-Communication (OGEC)</b>				
<b>Service Definition</b>	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.				
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ E-mail Hosting Service <ul style="list-style-type: none"> <li>• EGNC operates the Email Servers, providing hosting services.</li> </ul> </li> <li>▪ E-mail Relay Service for government applications</li> </ul>				
<b>Service Custodian</b>	Enterprise Communications Manager, Enterprise Applications Division				
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Microsoft Exchange 2019</li> <li>▪ Messaging Anti-Virus and Anti-Spam protection to keep users' mailbox safe</li> <li>▪ Microsoft Outlook <ul style="list-style-type: none"> <li>• Easy set-up on Microsoft Outlook to access your email hassle-free</li> </ul> </li> <li>▪ ActiveSync compatibility <ul style="list-style-type: none"> <li>• Access email on the go! Works for iPhone®, iPad®, Android®, and Windows® smartphones</li> </ul> </li> <li>▪ Outlook Web App (OWA) <ul style="list-style-type: none"> <li>• Manage your email from any browser, anywhere, anytime</li> </ul> </li> <li>▪ Shared Calendar <ul style="list-style-type: none"> <li>• Share your calendar or view others' calendars, making scheduling a breeze.</li> </ul> </li> <li>▪ Shared Contacts <ul style="list-style-type: none"> <li>• Share contacts Government-wide for easy look-up</li> </ul> </li> <li>▪ Create distribution/group list <ul style="list-style-type: none"> <li>• Unlimited distribution lists for sharing information with specific groups.</li> </ul> </li> </ul>				
<b>Email Service Plans</b>	New User	All Users		>= B2 Officer	
<b>Upgrade Plan (based on utilisation)</b>	N/A	Level 1	Level 2	Level 3	Level 4
<b>Mailbox Size</b>	2 GB	5 GB	10 GB	15 GB	20 GB

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<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for Government agencies



## 11. One Government Network (OGN)

<b>Service Name</b>	<b>One Government Network (OGN)</b>
<b>Service Definition</b>	One Government Network (OGN) is a dedicated wide-area-network infrastructure providing inter-connectivity communication channel for Government agencies to access various e-services as well as the internet through a central gateway. It is based on an end-to-end secured and carrier-grade Metro Ethernet Network using Layer-3 IP-VPN network.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Dedicated Wide Area Network (WAN) and Internet services from ISP for the Government</li> </ul>
<b>Service Custodian</b>	Network Manager, Operations and Infrastructure Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Redundant Network Infrastructure <ul style="list-style-type: none"> <li>• Two Network Infrastructures set-up at two different Data Centre location providing highly resilient and reliable network</li> <li>• Dual internet uplinks on both Data Centres, providing central internet gateway</li> </ul> </li> <li>▪ Carrier Grade Network <ul style="list-style-type: none"> <li>• Dedicated WAN from the ISP, providing reliable communication channel</li> </ul> </li> <li>▪ Secure Connections <ul style="list-style-type: none"> <li>• Encrypted interconnectivity communications between sites</li> <li>• Dedicated Government Private Cloud, eliminating sharing with other private leased lines</li> </ul> </li> <li>▪ Business Partner Links (BPL) <ul style="list-style-type: none"> <li>• Available for corporate to integrate with Government Network</li> </ul> </li> </ul>
<b>Bandwidth</b>	Minimum 2Mbps up to 2Gbps
<b>Service Pre-Requisite</b>	Each agency must have their own Internal Network Infrastructure, including: <ul style="list-style-type: none"> <li>▪ Switches</li> <li>▪ Firewall</li> <li>▪ DHCP – Dynamic Host Configuration Protocol</li> <li>▪ Internal wired or wireless connections</li> </ul>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 except every Friday 1200hrs – 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 1900hrs - Sunday, 2359hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for Government agencies

## 12. Microsoft End Point Configuration Manager (MECM)

Service Name	Microsoft End Point Configuration Manager (MECM)
<b>Service Definition</b>	E-Government National Centre (EGNC) offers a configuration Manager that provides remote control, patch management, operating system deployment and hardware/software inventory.
<b>Service Components</b>	Configuration Management Console: <ul style="list-style-type: none"> <li>▪ Policy Infrastructure</li> <li>▪ Service Window Manager</li> <li>▪ CCM Scheduler</li> <li>▪ State System</li> <li>▪ CCM CI SDK</li> <li>▪ Desired Configuration Management (DCM) Agent</li> <li>▪ DCM Reporting</li> <li>▪ Configuration Item(CI) Agent</li> <li>▪ MTC</li> <li>▪ Configuration Item(CI) Store</li> <li>▪ Configuration Item(CI) Downloader</li> <li>▪ Configuration Item(CI) Task Manager</li> <li>▪ Configuration Item(CI) State Store</li> <li>▪ Content In[fra]structure</li> <li>▪ Software Distribution</li> <li>▪ Reporting</li> </ul>
<b>Service Custodian</b>	End User Computing Manager, Operations and Infrastructure Division
<b>Key Features</b>	By having secondary Management Point Server, PTM can achieve the following: <ul style="list-style-type: none"> <li>▪ ADR To automate the windows update to all the workstations that comes with the agent.</li> <li>▪ Deploys latest windows security patches to clients and servers.</li> <li>▪ Upgrade Operating Systems to latest.</li> <li>▪ Install software from software packages provided by EGNC EUC Team such as Windows Office upgrade and etc.</li> <li>▪ Manage and Monitor clients and servers compliance according to specified baseline.</li> <li>▪ Manage End Points using System Center End Point Protection and Windows Defender</li> <li>▪ Creating unique collection by specifying attributes of the users/devices through query.</li> <li>▪ Access client's computer with client's permission through remote control/ remote assistance for troubleshooting.</li> </ul>
<b>Service Pre-Requisite</b>	Windows Server 2019

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<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	EGNC will inform to PTM only prior to any schedule plan work for Management Servers which including Primary and Secondary MP
<b>Enquiry and Support Information</b>	<a href="mailto:euc.mecm@egc.gov.bn">euc.mecm@egc.gov.bn</a>
<b>Service cost</b>	No charges for Government agencies.

## 13. National Information Hub (NIH)

<b>Service Name</b>	<b>National Information Hub (NIH)</b>
<b>Service Definition</b>	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.
<b>Service Components</b>	Various hubs for different groups of common data
<b>Service Custodian</b>	Data Management Manager, Digitalisation Division
<b>Key Features</b>	Various data hubs availability
<b>Service Pre-Requisite</b>	<ol style="list-style-type: none"> <li>1. Compliance with the Personal Data Sharing Guidelines</li> <li>2. Data sharing is agreed by the data provider.</li> <li>3. Data Provider and Data Recipient system or database must be able to communicate with NIH.</li> </ol>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	-
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charges for Government agencies.

## 14. Talian Darussalam 123 (TD123)

<b>Service Name</b>	Talian Darussalam 123
<b>Service Definition</b>	<p>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:</p> <ol style="list-style-type: none"> <li>1. Hotline number 123,</li> <li>2. Email <a href="mailto:info@123.com.bn">info@123.com.bn</a></li> <li>3. Complaint/enquiry form at <a href="http://www.123.gov.bn">www.123.gov.bn</a></li> <li>4. TD123 social media pages – Facebook, Instagram and Twitter (@td123bn)</li> <li>5. TD123 Mobile Application</li> <li>6. TD123 Live Chat (via Whatsapp 8333123)</li> <li>7. TD123 Live Chat (via TD123 website, <a href="http://www.123.gov.bn">www.123.gov.bn</a>)</li> </ol>
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ 24 by 7 Frontlines Support <ul style="list-style-type: none"> <li>• Contact agents and the infrastructure of the call centre</li> </ul> </li> <li>▪ Comprehensive Tools <ul style="list-style-type: none"> <li>• To manage and monitor complaints and enquiries</li> </ul> </li> </ul>
<b>Service Custodian</b>	TD 123 Manager, Service Management Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Allocated Contact Agents <ul style="list-style-type: none"> <li>• The no. of call agents allocation will depend on the no. of calls required to support the respective service</li> </ul> </li> <li>▪ Complaint Management System (CMS) <ul style="list-style-type: none"> <li>• The system is used to manage calls tickets and use as the main communication channels between the operation centre and the agencies</li> </ul> </li> <li>▪ CMS Training <ul style="list-style-type: none"> <li>• Training on the familiarity and how to use the system.</li> </ul> </li> <li>▪ CMS Management Dashboard <ul style="list-style-type: none"> <li>• The dashboard is the proactive monitoring tool showing the overall performance of the agency</li> </ul> </li> </ul>
<b>Service Availability</b>	<b>24 by 7</b>
<b>Service Desk Hours</b>	24 by 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	Saturday, 2200hrs - Sunday, 0200hrs
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:td.123@egc.gov.bn">td.123@egc.gov.bn</a>
<b>Service cost</b>	No charge for government agencies

## 15. Mobile Application Hosting Services

<b>Service Name</b>	Mobile Application Hosting Services
<b>Service Definition</b>	Hosting government mobile application under EGNC account on Apple Store and / or Google Play Store.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Hosting mobile application</li> <li>▪ Report</li> </ul>
<b>Service Custodian</b>	Digital Service Development Manager, Digitalisation Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Hosting mobile application             <ul style="list-style-type: none"> <li>• Publish, update, remove mobile applications</li> </ul> </li> <li>▪ Report             <ul style="list-style-type: none"> <li>• Provide statistic reports</li> </ul> </li> </ul>
<b>Service Availability</b>	24 x 7
<b>Service Desk Hours</b>	24 x 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	-
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for government agencies

## 16. Development Services

<b>Service Name</b>	Development Services
<b>Service Definition</b>	<p>E-Government National Centre (EGNC) offers development service for web application forms. The development product shall utilize existing EGNC shared services such as:</p> <ul style="list-style-type: none"> <li>▪ Web application form and / or report shall be hosted on Central Web Hosting (CWH) and / or Government Intranet</li> <li>▪ Database shall be hosted on NCDB</li> <li>▪ Common data shall utilize NIH</li> </ul>
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Form development – for digitizing paper application forms inclusive of workflow</li> <li>▪ Database development – for hosting the application forms data</li> <li>▪ Application Programming Interface (API) development – provides programmatic access to data within an application or a database</li> <li>▪ Report development – provides report of the application forms</li> </ul>
<b>Service Custodian</b>	Digital Service Development Manager, Digitalisation Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Application Form <ul style="list-style-type: none"> <li>• Analyze, Design, Development, and Testing of Application Forms</li> </ul> </li> <li>▪ Database <ul style="list-style-type: none"> <li>• Analyze, Design, and Development of Database</li> </ul> </li> <li>▪ API <ul style="list-style-type: none"> <li>• Analyze, Design, and Development of API</li> </ul> </li> <li>▪ Report Development <ul style="list-style-type: none"> <li>• Analyze, Design, and Development of Reports</li> </ul> </li> </ul>
<b>Service Availability</b>	<b>Monday to Thursday, Saturday</b> 0745hrs - 1630hrs Except Public Holidays
<b>Service Desk Hours</b>	24 x 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	-
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for government agencies

## 17. E-Office

<b>Service Name</b>	E-Office
<b>Service Definition</b>	Task tracking with e-signature
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ Task tracking</li> <li>▪ E-Signature</li> </ul>
<b>Service Custodian</b>	Digital Service Development Manager, Digitalisation Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ Task Tracking             <ul style="list-style-type: none"> <li>• Create and assign tasks</li> <li>• Create and assign tasks on behalf of colleagues</li> <li>• View tasks</li> </ul> </li> <li>▪ E-Signature             <ul style="list-style-type: none"> <li>• Secured e-signature</li> </ul> </li> </ul>
<b>Service Availability</b>	24 x 7
<b>Service Desk Hours</b>	24 x 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	-
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for government agencies



## 18. RSVP Form

<b>Service Name</b>	RSVP Form
<b>Service Definition</b>	RSVP Form offers your guests the option to respond online to any event invitation.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>▪ RSVP Form</li> <li>▪ Report</li> </ul>
<b>Service Custodian</b>	Digital Service Development Manager, Digitalisation Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>▪ RSVP Form           <ul style="list-style-type: none"> <li>• Hosted on Central Web Hosting (CWH)</li> </ul> </li> <li>▪ Report           <ul style="list-style-type: none"> <li>• Provide Event Organiser with a report on the submitted RSVP</li> </ul> </li> </ul>
<b>Service Availability</b>	24 x 7
<b>Service Desk Hours</b>	24 x 7 Except Friday, 1200hrs - 1400hrs
<b>Technical Support Hours</b>	Monday to Thursday, Saturday 0745hrs - 1630hrs Except Public Holidays
<b>Maintenance Window(s)</b>	-
<b>Enquiry and Support Information</b>	EGNC hotline number (+673 2424959) or <a href="mailto:helpdesk@egc.gov.bn">helpdesk@egc.gov.bn</a>
<b>Service cost</b>	No charge for government agencies

## 19. Digital ID

<b>Service Name</b>	Digital ID
<b>Service Definition</b>	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.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>• <b>Digital ID</b> – identity for all service matters digitally</li> <li>• <b>Mobile Application</b> – a platform for public use for storing credentials</li> <li>• <b>Blockchain infrastructure</b> - a platform for the verification of various types of credentials</li> </ul>
<b>Service Custodian</b>	Digitalisation Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• <b>Biometric Login</b></li> <li>• <b>1<sup>st</sup> Verifiable Credential (VC):</b> Identity Card</li> <li>• <b>Mobile App to store multiple credentials</b></li> <li>• <b>VC verifier for private sectors</b></li> </ul>
<b>Service Availability</b>	TBD
<b>Service Desk Hours</b>	TBD
<b>Technical Support Hours</b>	TBD
<b>Maintenance Window(s)</b>	TBD
<b>Enquiry and Support Information</b>	TBD
<b>Service cost</b>	TBD

## 20. Sistem Pengurusan Rekod (SPeRe)

<b>Service Name</b>	Sistem Pengurusan Rekod (SPeRe)
<b>Service Definition</b>	A standard work platform to manage documents, records and correspondence electronically including archive management.
<b>Service Components</b>	<ul style="list-style-type: none"> <li>• Document Digitization</li> </ul>
<b>Service Custodian</b>	Service Management Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• <b>EDMS</b> <ul style="list-style-type: none"> <li>○ E-office</li> <li>○ Indexing</li> <li>○ Record Indexing</li> <li>○ Record management</li> <li>○ Optical Character Reader</li> <li>○ Electronic Signature</li> <li>○ File/Folder</li> <li>○ User Access Control Management</li> <li>○ Secure</li> <li>○ Work Flow Management</li> </ul> </li> <li>• <b>Digitisation</b> <ul style="list-style-type: none"> <li>○ Scanning</li> <li>○ Record Management</li> </ul> </li> </ul>
<b>Service Availability</b>	TBD
<b>Service Desk Hours</b>	TBD
<b>Technical Support Hours</b>	TBD
<b>Maintenance Window(s)</b>	TBD
<b>Enquiry and Support Information</b>	TBD
<b>Service cost</b>	TBD

## 21. Data Analytics as-a-Service (DAaaS)

<b>Service Name</b>	Data Analytics as-a-Service (DAaaS)
<b>Service Definition</b>	Providing a "platform standard" for the Data Analytics capability facility for the use of government agencies as a shared service.
<b>Service Components</b>	
<b>Service Custodian</b>	Data Management Division, Digitalisation Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• Data Warehouse Platform</li> <li>• Data Analytics tools</li> <li>• Data Analytics user license for developer</li> </ul>
<b>Service Availability</b>	TBD
<b>Service Desk Hours</b>	TBD
<b>Technical Support Hours</b>	TBD
<b>Maintenance Window(s)</b>	TBD
<b>Enquiry and Support Information</b>	TBD
<b>Service cost</b>	TBD

## 22. Gov.bn 2.0

<b>Service Name</b>	Gov.bn 2.0
<b>Service Definition</b>	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.
<b>Service Components</b>	
<b>Service Custodian</b>	Enterprise Applications Division
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• <b>Government Services</b> (List of all government services)</li> <li>• <b>News / Information (General Info)</b></li> <li>• <b>Book Appointments</b> (Engage 1-to-1 session with agencies)</li> <li>• <b>Notifications (Reminders)</b></li> <li>• <b>Mailbox</b> (Communication with agencies)</li> <li>• <b>Outstanding Payments</b> (What is owed/pending payments)</li> <li>• <b>Application Status</b> (Status of ongoing submitted applications)</li> <li>• <b>Calendar / Events</b> (Events in Brunei)</li> </ul>
<b>Service Availability</b>	TBD
<b>Service Desk Hours</b>	TBD
<b>Technical Support Hours</b>	TBD
<b>Maintenance Window(s)</b>	TBD
<b>Enquiry and Support Information</b>	TBD
<b>Service cost</b>	TBD