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

INSPIRE
Integrated Service Portal for Innovative & Re-engineered EGNC Services

Catalogue

Version 2.8

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V.2.8	20 October 2026	• Updates on One Government E-Communication (OGEC) • Updates on Government Intranet • Updates on CWH

Approval and Signature

Document Name	**Service Catalogue v2.8**	
The purpose of the document is to provide formalize the Service Catalogue v2.8.		
I have reviewed the document and can confirm that it has been endorsed:		
Name	**Role**	**Date**
Endorsed by		
Hajah Sabarina binti Haji Ajak/Abd Razak	EGNC Acting Director	20 October 2026
Verified by		
Hajah Mona Nurdiyana binti Haji Mohamad	Chief Governance Officer	20 October 2026
Services vetted by		
Muhammad Hakim bin Bakri	Acting Chief Operation Officer and Head of Information Security Group	20 October 2026
Anna Sabrina binti Awg Md Akip	Acting Chief Digitalisation Officer	20 October 2026

Table of Contents

1. **Introduction** 4
2. **Objective** 4
3. **Service Offerings** 5
1. **Central Web Hosting (CWH)** 6
2. **Cloud Services** 8
3. **Co-Location Services (Government)** 11
4. **Co-Location Services (Private)** 13
5. **Government Intranet** 15
6. **National Authentication Module (NAM)** 16
7. **Government Email** 17
8. **One Government Network (OGN)** 19
9. **Microsoft End Point Configuration Manager (MECM)** 22
10. **National Information Hub (NIH)** 24
11. **Talian Darussalam 123 (TD123)** 25
12. **Digital Attendance** 26
13. **FormBN** 28
14. **GoBN** 30
15. **Mobile Application Hosting** 32
16. **Central Account Password Privilege Management (CAPPM)** 34
17. **Vulnerability Assessment (VA)** 35
18. **BruneiID** 36
19. **Sistem Pengurusan Rekod (SpeRe)** 38
20. **Data Analytics as-a-Service (DAaaS)** 39
21. **GovBN 2.0** 40

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. Government Email
8. One Government Network (OGN)
9. Microsoft End Point Configuration Manager (MECM)
10. National Information Hub (NIH)
11. Talian Darussalam 123 (TD123)
12. Digital Attendance
13. FormBN
14. GoBN
15. Mobile Application Hosting
16. Central Account Password Privilege Management (CAPPM)
17. Vulnerability Assessment (VA)
18. Brunei ID
19. Sistem Pengurusan Rekod (SpeRe)
20. Data Analytics as-a-Service (DAaaS)
21. GovBN 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)	√	√	
Government Email	√		
One Government Network (OGN)	√		
Microsoft End Point Configuration Manager (MECM)	√		
National Information Hub (NIH)	√		
Talian Darussalam 123 (TD123)	√	√	
Digital Attendance	√		
FormBN	√		
GoBN	√		
Mobile App Hosting	√		
Brunei ID	√	√	√
Sistem Pengurusan Rekod (SpeRe)	√		
Data Analytics as-a-Service (DAaas)	√		
GovBN 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 provided by EGNC for all ministries and government departments to host and manage their official public-facing websites. The service provides a centrally managed hosting environment, standardised website management, security controls and technical support. It aims to reduce hosting costs and operational overheads while improving website reliability, security and service efficiency.
Service Components	• Website Hosting Platform – WordPress hosting on Microsoft Azure App Service (Platform as a Service - PaaS), providing a cloud-based environment for government websites. • Website and Domain Management – Hosting of government websites, management of the primary .gov.bn domain and SSL/TLS certificates. • Security and Traffic Protection – Website traffic protection and security controls. • Development and Staging Environment – Environment for website development and testing before production deployment. • Backup and Recovery – Website backup and recovery arrangements.
Service Custodian	Central Web Hosting Manager, Enterprise Applications Division

Key Features	• Platform and Content Management
	  • WordPress Content Management System (CMS)
	  • Hosted on Microsoft Azure Platform as a Service (PaaS)
	  • Responsive and modern website framework
	  • User-friendly content management and publishing tools
	  • Role-based access for administration and content management
	• Website Hosting
	  • Secure hosting for official public-facing government websites, primarily for static and informational content.
	  • Maximum website storage allocation of 10 GB per website.
	  • Supports approved WordPress themes, plugins and website customisations, subject to CWH review and security requirements.
	• Website and Domain Management
	  • Manage the primary .gov.bn domain for hosted government websites.
	  • CWH manages SSL/TLS certificates for websites hosted under the service.
	  • Website owners are responsible for arranging and managing other domains or subdomains outside the primary .gov.bn domain, including registration and renewal.
	• Development and Staging Environment
	  • Supports website development, testing and pre-production verification.
	  • Limited to one staging environment per website, for a maximum of three months, subject to approval and resource availability.
	• Security and Traffic Protection
	  • Azure Front Door Premium with Web Application Firewall (WAF) and distributed denial-of-service (DDoS) protection.
	  • Access controls and centralised monitoring, where applicable.

	• Security review of WordPress themes, plugins and website configurations. • Vulnerability management and remediation in accordance with CWH security procedures. • Backup and Recovery • Daily website backup arrangements
Service Limitation	• The service is intended for public-facing, static and informational government websites. • The service does not support general-purpose application hosting, file sharing or non-website data storage. • Collection, processing or storage of personal, sensitive or classified information through website forms, databases or other mechanisms is not permitted under the standard CWH service. • Online payment processing and storage of payment information are not supported. • Website storage is limited to 10 GB per website. • Staging environments are subject to the stated allocation, duration and approval requirements. • WordPress themes, plugins and customisations are subject to CWH review and applicable security requirements. • Hosting requirements outside the standard service scope are subject to technical assessment and the applicable approval process.
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 12:00 pm – 2:00PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 PM – 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 7:00 PM - Sunday, 11:59 PM
Service Request Window	Every last Saturday of each month, 7:00 PM - Sunday 11:59 PM
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		**POC**	**Development/ Staging**	**Production**
Site		GNOC2		GNOC1
Operating System		• Windows Server 2022 Std or Windows Server 2025 Std • RedHat 8 or 9 • Ubuntu 24.04 LTS		
CPU	For new VMs. Approval for increase request will depend on utilization	4	4	4
Memory		8 GB	8 GB	8 GB
Storage		90 GB	90 GB	90 GB
No. of Virtual Machines		Up to 3	According to DTRC approval of project EPP	According to DTRC approval of project EPP
Validity		90 days (can be extended by 30 days for every extend request)	-	-
Backup Service		No backup	No backup	• Backup runs daily at 6PM • Upon request
Database Service Plans		**POC**	**Development/ Staging**	**Production**
Database Version		Oracle Enterprise Edition 19c		
Site		GNOC2		GNOC1
Core	For new DBs. Approval for increase request will depend on utilization	1	1	2
Memory		1-4 GB	1-4 GB	1-4 GB
Storage		5 GB	5 GB	10 GB
No. of Databases		Up to 3	According to DTRC approval of project EPP	According to DTRC approval of project EPP
Validity		90 days (can be extended by 30 days for every extend request)	-	-
Backup Service		No backup	No backup	• Backup runs daily at 6PM • Upon request

Service Availability	**24 by 7**
Service Desk Hours	24 by 7, except on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 7:00 PM - Sunday, 11:59 PM
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 on Friday from 12:00 PM - 2:00 PM
Service Desk Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
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, 12:00 PM – 2:00 PM		Monday to Thursday, Saturday 8:00 PM – 5:00 PM	
Service Desk Hours	24 by 7 Except Friday, 12:00 PM – 2:00 PM		Monday to Thursday, Saturday 8:00 PM – 5:00 PM	
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 agencies achieve cost savings and efficiencies while modernizing and expanding their IT capabilities without spending capital resources on infrastructure and application licences.
Service Components	▪ Site and Document Library Management ▪ Document Sharing and Collaboration ▪ Access and Permission Management
Service Custodian	Central Intranet Platform Manager, Enterprise Applications Division

Key Features	▪ Microsoft Sharepoint Subscription Edition Platform.
	▪ Offers intranet websites at a maximum of 100GB per site.
	  ▪ Providing easy configuration and content management
	▪ Staging environment for testing activities in:
	  ▪ Website development
	  ▪ WSP deployment
	▪ Website backup services to protect against data loss
	▪ Server Anti-Virus Protection
	▪ Providing *intra.gov.bn* URL for Government agencies
	▪ Providing SSL certificate for **intra.gov.bn*

Service Availability	**24 by 7**
Service Desk Hours	24 by 7, except on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 5:00 PM - Sunday, 11:59 PM
Service Request Window	Every last Saturday of each month, 5:00 PM - Sunday, 11:59 PM
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 on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 7:00 PM - Sunday, 11:59 PM
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn
Service cost	No charge for Government agencies

7. Government Email

Service Name	Government Email
Service Definition	E-Government National Centre (EGNC) provides email hosting services using industry-leading email and productivity solutions, with 24/7 support to ensure reliable and secure communication.
Service Components	▪ E-mail Hosting Service ▪ E-mail Relay Service ▪ Email Security Service ▪ Directory and Collaboration Services ▪ Business Continuity and Disaster Recovery
Service Custodian	Enterprise Communications Manager, Enterprise Applications Division
Key Features	**Core Platform & Access:** ▪ Microsoft Exchange Server Subscription Edition (SE) • Secure and reliable email and calendaring platform for Government users. ▪ Microsoft Outlook • Easy setup in 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 **Collaboration & Management:** ▪ 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. **Security & Protection:** ▪ Email Security Gateway • Protects users from spam, malware, phishing, and other email-based threats. • Filters incoming and outgoing emails to improve security and email reliability. • Supports SPF, DKIM, and DMARC to help prevent email spoofing and fraud.

Infrastructure & Reliability:

- Load Balancing and High Availability
  - Distributes email traffic across multiple servers for better performance.
  - Provides automatic failover to minimize service interruptions.
- Disaster Recovery and Business Continuity
  - Backup and recovery capabilities to protect email data.

Helps ensure email services remain available during system outages or emergencies.

Email Service Plans	New User	All Users		>= B2 Officer	
Upgraded Plan (based on utilization)	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 on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 7:00 PM - Sunday, 11:59 PM
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 on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 7:00 PM - Sunday, 11:59 PM
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. 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.

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

    iii. During the Stabilization Period, the Contractor does not impose a quota for the OGN Change Requests).

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 on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM 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, Analytics & Insights Manager, Digitalisation Group
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 on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM 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 on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM Except Public Holidays
Maintenance Window(s)	Saturday, 10:00 PM - Sunday, 2:00 AM
Enquiry and Support Information	EGNC hotline number (+673 2424959) or td.123@egnc.gov.bn
Service cost	No charge for government agencies

12. Digital Attendance

Service Name	**Digital Attendance**
Service Definition	The Digital Attendance system is an in-house solution developed to streamline the management of attendance for government-organised events. It is designed to support both government officers and members of the public by providing a simple, reliable, and fully digital approach to capturing attendance. The purpose of the service is to eliminate manual registration processes, improve efficiency for event organisers, and provide accurate records that can be used for reporting and analysis. By centralising event attendance in one platform, the government ensures consistency, transparency, and ease of access across agencies.
Service Owner	Digital Experience Office, Digitalisation Group.
Target Users	Government officers, event organisers (government agencies), and public attendees.

Key Features	• **Event Creation Module**
	  ○ Allows organisers to create events and configure details such as event name, date, time, venue, and capacity.
	  ○ Provides flexibility to edit and manage event settings.
	• **RSVP Management**
	  ○ Enables organisers to send invitations and collect responses.
	  ○ Tracks confirmed, pending, and declined RSVPs.
	• **QR Code Generation**
	  ○ Automatically generates unique QR codes for RSVP confirmation and check-in.
	  ○ Simplifies the attendance logging process for participants.
	• **Attendance Logging**
	  ○ Supports QR code scanning at event venues to record attendance.
	  ○ Ensures accurate and real-time attendance data.
	• **Dashboard and Analytics**
	  ○ Provides organisers with visual insights into RSVP and attendance figures.
	  ○ Allows exporting of data into formats such as CSV, Excel, or PDF.
	• **Co-organiser Assignment**
	  ○ Enables primary organisers to assign co-organisers.
	  ○ Facilitates shared management responsibilities for events.
	• **Export Functionality**
	  ○ Lets organisers download attendance and RSVP data for archiving or further analysis.

Access Channels	Responsive web-based application.
Service Access	Restricted (government login) for organisers, open (RSVP links/QR codes) for participants.
Service Availability	24 by 7
Service Desk Hours	24 by 7, except on Fridays from 12:00 PM - 2:00 PM.
Technical Support Hours	Support is available **Mondays to Thursdays and Saturdays**, during the following hours: • **7:45 AM – 12:00 PM** • **1:30 PM – 4:30 PM** No support is available on Fridays, Sundays, and public holidays.
Maintenance Window(s)	–
Enquiry and Support Information	EGNC hotline number (+673 2424959) or email helpdesk@egnc.gov.bn.
Service Cost	No charge for government agencies.

13. FormBN

Service Name	**FormBN**
Service Definition	FormBN is a secure government form builder that provides agencies with a standardised and reliable platform for creating, publishing, and managing digital forms. The system is designed to replace manual and siloed form solutions across ministries and agencies, ensuring consistency, compliance, and security for government-to-citizen and government-to-business services. The purpose of the service is to enable agencies to digitise forms quickly without needing extensive technical skills, while ensuring all forms comply with government standards for security, privacy, and accessibility.
Service Owner	Digital Experience Office, Digitalisation Group.
Target Users	Government agencies and officers (form creators), citizens and businesses (form submitters).

Key Features	• **Form Builder Interface**
	  ○ Drag-and-drop, user-friendly interface for building forms without coding.
	  ○ Includes common field types (text, dropdowns, dates, attachments, etc.).
	• **Secure Hosting & Submission Handling**
	  ○ All forms are hosted on EGNC cloud infrastructure.
	  ○ Ensures sensitive data is securely collected and stored.
	• **Approval Workflow**
	  ○ Mandatory review and approval steps before a form is published.
	  ○ Ensures compliance with agency and government standards.
	• **Publishing & Access Control**
	  ○ Ability to publish forms to the public or restrict to internal officers.
	  ○ Role-based permissions for creators, approvers, and submitters.
	• **Response Management**
	  ○ Allows agencies to view, filter, and export form submissions.
	  ○ Includes search and tracking functionality.
	• **Analytics & Reporting**
	  ○ Provides insights into form usage, submission counts, and completion rates.
	  ○ Supports data export to Excel.
	• **Notifications & Alerts**
	  ○ Sends confirmation emails to submitters and notifications to form owners.

Access Channels	Responsive web-based application for form creation; secure public-facing interface for submissions.
Service Access	Restricted to government officers (via GovAD authentication).
Service Availability	24 by 7
Service Desk Hours	24 by 7, except on Fridays from 12:00 PM - 2:00 PM.
Technical Support Hours	Support is available **Mondays to Thursdays and Saturdays**, during the following hours: • **7:45 AM – 12:00 PM** • **1:30 PM – 4:30 PM** No support is available on Fridays, Sundays, and public holidays.
Maintenance Window(s)	–
Enquiry and Support Information	EGNC hotline number (+673 2424959) or email helpdesk@egnc.gov.bn.
Service Cost	No charge for government agencies.

14. GoBN

Service Name	**GoBN**
Service Definition	GoBN is the official government URL shortener, developed to provide agencies with a secure and standardised way to generate shortened links for official use. It ensures that all shortened URLs used in government communications are trustworthy, easily recognisable, and branded under a government domain. The purpose of the service is to enhance digital communications by making long URLs easier to share, track, and manage, while preventing the risks associated with third-party URL shorteners.
Service Owner	Digital Experience Office, Digitalisation Group.
Target Users	Government agencies and officers (URL creators); public users (recipients of shortened links).

Key Features	• **URL Shortening Module**
	  ○ Allows government officers to shorten long URLs into a branded GoBN link.
	  ○ Ensures links are concise and shareable across platforms.
	• **Custom Alias Management**
	  ○ Enables officers to customise the shortened link (e.g., go.gov.bn/initiative2025).
	  ○ Provides meaningful and recognisable URLs for campaigns or events.
	• **Analytics & Tracking**
	  ○ Captures statistics such as total clicks, usage by date/time, and geographic distribution.
	  ○ Helps agencies measure effectiveness of digital outreach.
	• **Audit & Logging**
	  ○ Tracks creation and modification of links for accountability.
	  ○ Provides an audit trail for security and compliance.

Access Channels	Responsive web-based application for short link creation and management.
Service Access	Restricted to government officers (via GovAD authentication).
Service Availability	24 by 7
Service Desk Hours	24 by 7, except on Fridays from 12:00 PM - 2:00 PM.
Technical Support Hours	Support is available **Mondays to Thursdays and Saturdays**, during the following hours: • **7:45 AM – 12:00 PM** • **1:30 PM – 4:30 PM** No support is available on Fridays, Sundays, and public holidays.

Maintenance Window(s)	–
Enquiry and Support Information	EGNC hotline number (+673 2424959) or email helpdesk@egnc.gov.bn.
Service Cost	No charge for government agencies.

15. Mobile Application Hosting

Service Name	Mobile Application Hosting
Service Definition	This service provides government agencies with a secure and standardised platform to host their mobile applications in official app stores. EGNC is responsible only for hosting and managing the apps on behalf of agencies; mobile applications are developed by the respective agencies themselves. All mobile applications under this service are published through EGNC's official Enterprise Accounts on the Apple App Store and Google Play Store, ensuring trust, consistency, and authenticity across government digital services. The purpose of the service is to streamline the publishing, updating, and removal of government mobile applications in official app stores, reducing the administrative burden for agencies and ensuring compliance with government security, privacy, and accessibility standards.
Service Owner	Digital Experience Office, Digitalisation Group.
Target Users	Government agencies (application owners), citizens and businesses (end-users of apps).

Key Features	• **App Hosting & Publication**
	  ○ EGNC hosts mobile applications submitted by government agencies in official app store accounts.
	  ○ Ensures the apps are available and accessible to citizens and businesses via the official stores.
	• **App Version Updates**
	  ○ Submission of new app versions, updates, or bug fixes to the app stores.
	  ○ Ensures updates comply with app store requirements and government security standards.
	• **App Removal**
	  ○ Removing apps from the app stores upon agency request or end-of-life.
	  ○ Maintains proper lifecycle management of all hosted apps.
	• **Access Control & Authentication**
	  ○ Only authorised agency representatives can request publishing, updates, or removal.
	  ○ EGNC manages access to the Enterprise Accounts for these operations.

Access Channels	Backend portal for agencies to request hosting, publishing, updates, or removal; mobile apps accessible to the public via official app stores.

Service Access	Agencies submit requests to EGNC for hosting, publishing, or app store management; end-users access apps via official government accounts in app stores.
Service Availability	24 by 7
Service Desk Hours	24 by 7, except on Fridays from 12:00 PM - 2:00 PM.
Technical Support Hours	Support is available **Mondays to Thursdays and Saturdays**, during the following hours: • **7:45 AM – 12:00 PM** • **1:30 PM – 4:30 PM** No support is available on Fridays, Sundays, and public holidays.
Maintenance Window(s)	–
Enquiry and Support Information	EGNC hotline number (+673 2424959) or email 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 by 7
Service Desk Hours	24 by 7, except on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM 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 by 7
Service Desk Hours	24 by 7, except on Friday from 12:00 PM - 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM - 4:30 PM 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. BruneiID

Service Name	BruneiID
Service Definition	Brunei Identiti Digital (BruneiID) is Brunei Darussalam's national digital identity platform that enables secure identity verification and access to online government services using a government-issued digital ID.

Service Components	• **Mobile Application (Android & iOS)** – used by citizens to perform authentication and verification actions across government digital services.
	• **Blockchain Infrastructure** – distributed ledger infrastructure used to anchor, verify, and validate verifiable credentials.
	• **Identity Verification** – a one-time identity verification process performed during user registration, where facial data is matched against the National Immigration database prior to the issuance of credential.
	• **Authorisation & Authentication Protocol** – Leverages OpenID Connect (built on OAuth 2.0) to securely manage authentication and authorisation flows, access tokens, and client requests.
	• **Multiple Isolated Environments**
	  ○ **Sandbox** – for early stage development using dummy data.
	  ○ **Testing (UAT)** – for testing purposes with whitelisted IC of testers.
	  ○ **Production** – live environment used for official deployment.
	• **Multiple Integration APIs**
	  ○ **Login API** – Passwordless login to governement online services.
	  ○ **Verifier API** – Real-time verification of credentials.
	  ○ **Issuer API** – Allows the issuance of verifiable credentials.

Service Custodian	Enterprise Applications Division
Key Features	• **Primary Verifiable Credential (VC)** – National Identity Card as the first and primary verifiable credential, serving as the authoritative digital identity for authentication and verification across government services. • **Secure Mobile-Based Authentication** – enables users to securely authenticate to government services using a mobile device through QR code scanning or deep-link initiated login flows. • **Consent Mechanism** – requires users to explicitly approve or reject each authentication or verification request, ensuring transparency, user awareness, and control over personal data usage. • **Transaction History** – provides users with a clear record of authentication activities and verifiable credential transactions. • **Multiple Verifiable Credential Support** – enables users to hold and manage multiple verifiable credentials within the mobile app. • **Account Security** – requires a PIN to secure access to the mobile application and stored credentials, with fingerprint or Face ID supported as an optional alternative. • **Account Management** – allows multiple accounts to be securely managed on a single mobile device. • **Device Binding** – follows a "*one account one device*" policy, where previously registered devices will be automatically logged out if a new device login is detected.

	• **Multilingual User Experience** – supports both English and Malay languages to ensure accessibility and nationwide citizen adoption.

Service Availability	**24 by 7**
Service Desk Hours	24 by 7, except on Friday from 12:00 PM – 2:00 PM
Technical Support Hours	Monday to Thursday, Saturday 7:45 AM – 4:30 PM Except Public Holidays
Maintenance Window(s)	–
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egnc.gov.bn or brunei-id@egnc.gov.bn
Service cost	No charge for Government agencies

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.

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

Service Name	Data Analytics as-a-Service (DAaaS)
Service Definition	A centralized data warehouse and analytics platform designed to securely store, manage, pre-process, analyse, and visualize data specifically curated for processing and analytical purposes. The service provides role-based access for government agencies, businesses, and researchers to efficiently access and analyse data in accordance with their access permissions.
Service Components	• Data Warehouse Platform • Data Analytic Platform
Service Custodian	Data, Analytics & Insights Manager, Digitalisation Group.
Key Features	• Data Warehouse • Data Analytic Tools • Data Integration • Data Access Portal • Data Catalogue

21. GovBN 2.0

Service Name	GovBN 2.0
Service Definition	GovBN is a unified national digital platform that provides centralized access to government services and information for citizens, residents, and visitors. Available as both a website and a Progressive Web App (PWA), it integrates key features such as single sign-on via Brunei ID, e-service tracking, notifications and alerts, and an AI-powered chatbot to enhance user experience and accessibility. Within GovBN, the Digital Experience Platform (DXP) enables ministries and agencies to digitalize and deliver their core public services efficiently. The DXP is designed to accelerate digitalization while ensuring seamless interoperability with existing government systems, promoting consistency, scalability, and reuse across the whole-of-government ecosystem.
Service Owner	Digital Experience Office, Digitalisation Group.
Target Users	Government agencies and officers (eServices creators), citizens and businesses (eService submitters).

Key Features	• **Rapid Innovation (DXP & Workflow Builder)**
	  ○ Create and deploy digital services quickly using low-code workflow tools.
	• **Developer Tools (API as a Service)**
	  ○ Securely build, publish, and consume APIs to speed up service integration.
	• **Personal Experience (My Citizen Centre)**
	  ○ One-stop view for application status, reminders, and outstanding payments.
	• **Proactive Service Monitoring**
	  ○ Utilises advanced Application Performance Monitoring (APM) to detect and resolve issues before they affect users.
	• **Unified Analytics Dashboard**
	  ○ Provides agencies with real-time insights into service usage, bottleneck identification, and user satisfaction metrics.
	• **Centralised Identity**
	  ○ Offers a single, secure login for all government services, reducing the need for multiple passwords.
	• **Cross-Agency Data Exchange**
	  ○ Facilitates "once-only" data entry, where citizens don't have to resubmit information already held by other ministries.
	• **Smart Assistance (AI-Powered Chatbot)**
	  ○ Instant, intelligent guidance for government services and FAQs.
	• **Digital Commerce (Gov Marketplace)**
	  ○ A central hub for government merchandise and e-commerce services.