

The logo for the E-Government National Centre (EGNC) features the letters 'eGNC' in a bold, blue, sans-serif font. The 'e' is lowercase, while 'G' and 'NC' are uppercase. Behind the text are several concentric, light blue circles that create a ripple effect, suggesting connectivity or a digital network.

eGNC

E-GOVERNMENT NATIONAL CENTRE

A white line-art silhouette of a city skyline is positioned at the bottom of a large blue wave graphic that spans the width of the page. The skyline includes various architectural elements such as domes, minarets, and rectangular buildings, characteristic of an Islamic city.

Service Catalogue

Version 1.2

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Document Approved by

S/No	Name	Position	Organisation	Date
1	Mazriyani Binti Hj Abd Ghani	Acting Director	EGNC	15/10/2015

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1. Introduction

This document provides information on the services delivered by E-Government National Centre (EGNC) to Government and 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. Co-Location
3. Government Intranet
4. National Authentication Module (NAM)
5. One Government E-Communication (OGEC)
6. One Government Network (OGN)
7. One Government Private Cloud (OGPC)
8. Talian Darussalam 123 (TD123)

2. Objective

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

3. Services Type

E-Government National Centre services are divided into two types:-

- For Government Agencies only
- For Government Agencies and Government Linked Companies (GLCs)

The services types are reflected as follows:

Service	For Government Agencies Only	For Government Agencies and GLCs
Central Web Hosting (CWH)		√
Co-Location		√
Government Intranet	√	
National Authentication Module (NAM)		√
One Government E-Communication (OGEC)		√
One Government Network (OGN)	√	
One Government Private Cloud (OGPC)	√	
Talian Darussalam 123 (TD123)		√

4. 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

5. 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	<ul style="list-style-type: none"> ▪ Data Center Facilities ▪ Network Operation Centre Services <ul style="list-style-type: none"> • Manned 24-hour network monitoring • High resiliency and fully redundant network • Highly scalable network • Managed routing services • Internet & EGBW bandwidth monitoring • Intrusion prevention system • Managed firewall services • Dedicated co-location zone • Dedicated demilitarised zone (DMZ)for webserver • High speed internet with dual internet service provider(DST and Telbru) ▪ Network Communication Equipment and Services <ul style="list-style-type: none"> • Extranet (OGN) Router • Bandwidth manager at extranet zone • Internet router • Intrusion prevention system • Bandwidth manager at internet zone • ISP Load Balancer • Core firewall • Core switches • DMZ Zone Distribution switch • Access switch • Co-host Firewall • Co-location Zone distribution switch
Service Custodian	Pg Ali Bin Pg Abd Rahman

Key Features	<ul style="list-style-type: none"> ▪ Data Center Facilities <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> ▪ Standard 42U APC Netshelter VX racks (Max width 597mm, max depth 1072mm, max mounting depth 838mm) ▪ A 17" monitor, keyboard and an APC brand rack mounted 8-port KVM switch ▪ Two power strips for each rack – Each strip has ten 10-Amps socket outlets and four 16-Amps socket outlets.
Service Availability	24 by 7
Physical Access Hours	24 by 7 Except Friday, 1200-1400hrs
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn
Related Information	Application form can be downloadable from http://tinyurl.com/ptd6bxl
Service cost	No charge for Government agencies

6. 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	<ul style="list-style-type: none"> ▪ Data Center Facilities ▪ Network Operation Centre Services <ul style="list-style-type: none"> • Manned 24-hour network monitoring • High resiliency and fully redundant network • Highly scalable network • Managed routing services • Internet & EGBW bandwidth monitoring • Intrusion prevention system • Managed firewall services • Dedicated co-location zone • Dedicated demilitarised zone (DMZ)for webserver • High speed internet with dual internet service provider(DST and Telbru) ▪ Network Communication Equipment and Services <ul style="list-style-type: none"> • Extranet (OGN) Router • Bandwidth manager at extranet zone • Internet router • Intrusion prevention system • Bandwidth manager at internet zone • ISP Load Balancer • Core firewall • Core switches • DMZ Zone Distribution switch • Access switch • Co-host Firewall • Co-location Zone distribution switch
Service Custodian	Pg Ali Bin Pg Abd Rahman

Key Features	<ul style="list-style-type: none"> ▪ Data Center Facilities <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> ▪ 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, 1200-1400hrs		Monday to Thursday, Saturday 0800–1700hrs	
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs		Monday to Thursday, Saturday 0800–1700hrs	
Service cost (per month)	Private Suite			
	With Rack	\$12,700.00	With Rack	\$ 11,920.00
	Without Rack	\$ 11,000.00	Without Rack	\$10,370.00
	Shared Room			
	With Rack	\$2,000.00	With Rack	\$1,500.00
	Without Rack	\$1,700.00	Without Rack	\$1,200.00
Enquiry and Support Information	EGNC hotline number (+673 2424959) or helpdesk@egc.gov.bn			
Related Information	Application form can be downloadable from http://tinyurl.com/ptd6bxl			

7. 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. 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 intranet websites 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 <i>intra.gov.bn</i> URL for Government agencies
Service Exclusion	<ul style="list-style-type: none"> ▪ OneDrive service is not available.
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)	Monday, Tuesday, Wednesday, Thursday and Friday, 1700hrs – 2359hrs 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

8. 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.
Service Components	<ul style="list-style-type: none"> ▪ E-Darussalam account <ul style="list-style-type: none"> • Leveraging on its access control and authentication service
Service Custodian	Sabarina Binti Hj Ajak/Abd. Razak
Key Features	<ul style="list-style-type: none"> ▪ Staging Environment <ul style="list-style-type: none"> • For integration testing of the e-services with NAM ▪ Mobile Application Version <ul style="list-style-type: none"> • Available to work with the e-services mobile application ▪ Single sign-on capabilities <ul style="list-style-type: none"> • For e-services integrated with E-Darussalam
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

9. One Government E-Communication (OGEC)

Service Name	One Government E-Communication (OGEC)		
Service Definition	E-Government National Centre (EGNC) provides email hosting services, using industry leading email and productivity solutions, with 24 by 7 support ensuring reliable and secure communication		
Service Components	<ul style="list-style-type: none"> ▪ E-mail Hosting Service <ul style="list-style-type: none"> • EGNC operates the Email Servers, providing hosting services. ▪ Active Directory (AD) <ul style="list-style-type: none"> • A directory service for Windows containing various data, such as users and equipments informations. ▪ Microsoft Office Communicator <ul style="list-style-type: none"> • A secure enterprise instant messaging service 		
Service Custodian	Insyirah Binti Haji Ishak		
Key Features	<ul style="list-style-type: none"> ▪ Microsoft Exchange Server 2010 ▪ Active Directory (AD) <ul style="list-style-type: none"> ▪ Sync your AD with your mailboxes for easy login and management ▪ Anti-Virus and Anti-Spam protection to keep your Inbox safe ▪ Microsoft Office Communicator providing Instant Messaging service ▪ Microsoft Outlook <ul style="list-style-type: none"> ▪ Easy set-up on Microsoft Outlook to access your email hassle-free ▪ ActiveSync compatibility <ul style="list-style-type: none"> ▪ Access email on the go! Works for iPhone®, iPad®, Android®, and Windows® smartphones ▪ Outlook Web App (OWA) <ul style="list-style-type: none"> ▪ Manage your email from any browser, anywhere, anytime ▪ Shared Calendar <ul style="list-style-type: none"> ▪ Share your calendar or view others' calendars, making scheduling a breeze. ▪ Shared Contacts <ul style="list-style-type: none"> ▪ Share contacts Government-wide for easy look-up ▪ Create distribution/group list <ul style="list-style-type: none"> ▪ Unlimited distribution lists for sharing information with specific groups. 		
Email Service Plans	Standard mailbox	Professional mailbox	VIP mailbox
Mailbox Size	1 GB	5 GB	10 GB
Service Availability	24 by 7		
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs		

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

10. One Government Network (OGN)

Service Name	One Government Network (OGN)
Service Definition	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.
Service Components	<ul style="list-style-type: none"> ▪ Dedicated Wide Area Network (WAN) and Internet services from ISP for the Government
Service Custodian	Mohammad 'Izzat Hilmi Bin Wahid
Key Features	<ul style="list-style-type: none"> ▪ Redundant Network Infrastructure <ul style="list-style-type: none"> • Two Network Infrastructures set-up at two different Data Centre location providing highly resilient and reliable network • Dual internet uplinks on both Data Centres, providing central internet gateway ▪ Carrier Grade Network <ul style="list-style-type: none"> • Dedicated WAN from the ISP, providing reliable communication channel ▪ Secure Connections <ul style="list-style-type: none"> • Encrypted interconnectivity communications between sites • Dedicated Government Private Cloud, eliminating sharing with other private leased lines ▪ Business Partner Links (BPL) <ul style="list-style-type: none"> • Available for corporate to integrate with Government Network
Bandwidth	Minimum 2Mbps up to 1Gbps
Service Pre-Requisite	Each agency must have their own Internal Network Infrastructure, including: <ul style="list-style-type: none"> ▪ Switches ▪ Firewall ▪ DHCP – Dynamic Host Configuration Protocol ▪ Internal wired or wireless connections
Service Availability	24 by 7
Service Desk Hours	24 by 7 except every Friday 12 00 – 14 00

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

11. One Government Private Cloud (OGPC)

Service Name	One Government Private Cloud (OGPC)		
Service Definition	E-Government National Centre (EGNC) offers Private Cloud Infrastructure to host Government agencies application systems. With OGPC, Government agencies can avoid potentially expensive costs of having to purchase, manage and maintain hardware, software and storage infrastructure. OGPC provides flexible, scalable and secure virtual environment based on each Government agencies requirement.		
Service Components	<ul style="list-style-type: none"> ▪ Private Cloud Infrastructure <ul style="list-style-type: none"> • High performance, high reliability, scalable and secure virtual environment providing space, storage and high speed traffic access according to your needs 		
Service Custodian	Mohammad Rosmarimey Bin Hj Osman		
Key Features	<ul style="list-style-type: none"> ▪ Infrastructure as a Service (IaaS) <ul style="list-style-type: none"> • 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. ▪ Redundant Set-up <ul style="list-style-type: none"> • Different locations for Production Site and Recovery Site designed and built for reliability ▪ Security <ul style="list-style-type: none"> • Firewall appliance that look after function-specific processing ensuring informations are kept safe ▪ Central Operation Management <ul style="list-style-type: none"> • Central management of all virtual machines for better control and monitoring 		
Service Plans	Development	Standard	Premium
CPU	1-2	1-2	2-4
Memory	4-8GB	1-4GB	4-8GB
Storage	40-80GB	40-60GB	60-120GB
Virtual Machines	Max of 3	No limit but requires approval	No limit but requires approval
Expiration	30-90 DAYS	-	-
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 cloud.service@egc.gov.bn
Service cost	No charge for Government agencies

12. Talian Darussalam 123 (TD123)

Service Name	Talian Darussalam 123
Service Definition	<p>TD123 is a centralized call centre for non-emergency government related services spanning various government agencies. The 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"> 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)
Service Components	<ul style="list-style-type: none"> ▪ 24 by 7 Frontlines Support <ul style="list-style-type: none"> • Contact agents and the infrastructure of the call centre ▪ Comprehensive Tools <ul style="list-style-type: none"> • To manage and monitor complaints and enquiries
Service Custodian	Norramemi Binti Sahari
Key Features	<ul style="list-style-type: none"> ▪ Allocated Contact Agents <ul style="list-style-type: none"> • The no. of call agents allocation will depend on the no. of calls required to support the respective service ▪ Complaint Management System (CMS) <ul style="list-style-type: none"> • The system is used to manage calls tickets and use as the main communication channels between the operation centre and the agencies ▪ CMS Training <ul style="list-style-type: none"> • Training on the familiarity and how to use the system. ▪ CMS Management Dashboard <ul style="list-style-type: none"> • The dashboard is the proactive monitoring tool showing the overall performance of the agency
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 2200hrs - Sunday, 0200hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or td.123@egc.gov.bn
Service cost	No charge for Government agencies