National Data Center

Service Management

Service Catalogue

Bangladesh Computer Council

Information and Communication Technology Division

Document Change Control

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Name	Role	Date	Signature
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Distribution List

Name	Role
	All Employees of NDC

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1.   Introduction:

This service catalogue is central source of information for the clients, who wants to get the services from the National Data Center. All the services of National Data Center (NDC) are provided as described in this document. And this document is regularly updated for the change of any services. This document will show detailed descriptions & characteristics of services, service status, delivery channel, service costs, customer requirements etc.

2.   Objective:

This document lists all the services provided by the National Data Center (NDC). The objective of this document is to provide necessary information to the intended customers about the services of NDC. This document will help the authority for the projection of services that the Data Center is able to provide with its existing resources. The document will also help for the enhancement of services and provisioning of new services.

3.   List of Service Groups and Services:

This services provided by National Data Center (NDC) is categorized in 8 service groups. The service groups and services of those groups are given below:

A. Hosting Services
   1. Web Hosting Services
   2. Application Hosting Services

B. Computing Services
   1. Virtual Private Servers
   2. Load Balancers

C. Network Services
   1. Internet Bandwidth Services
   2. DNS Services
   3. Virtual Private Network Services
   4. Network Appliances

D. Storage Services
   1. Block Storage Services
   2. Backup Services
   3. File System Storage

E. Database Services

F. Email Services
1. IBM Lotus Based Email
2. Zimbra Based Email

G. Collocation Services
1. Rack Space Allocation Services
2. Rack Unit Allocation Services

H. Managed Services
1. Design, Deployment & Management
2. Implement Reference Architecture

4. Service Details:

All necessary details for the enlisted services are given below:

Unique Identifier	**NDCA01**
Service Group	**Hosting Services**
Service Name	**Web Hosting Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	The NDC provides shared web hosting services to its client by its primary web servers both in Windows and Linux platform with the support of MySQL and MSSQL database, depending on the requirements of the client.
Service Features	. Control Panel for the web hosting services; . Hosting packages; . Unlimited data transfer; . Automatic Content and Database backup (Daily); . Backup Retention of 7 days; . Security vulnerability assessment of websites; . Protection from common web security threats;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Customer must ensure that they have followed the Secure Coding Guideline published in BCC website for developing their website; . Customer must provide their websites and database to NDC in CD/DVD for security assessment of the websites; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Hosting Services)

Unique Identifier	**NDCA02**
Service Group	**Hosting Services**
Service Name	**Application Hosting Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	The NDC provides web application hosting services to its client by its primary web servers both in Windows and Linux platform with the support of MySQL, Oracle, DB2 and MSSQL database, depending on the requirement of the client.
Service Features	. Staff to configure, update, upgrade, and maintain servers. . Optimizations on database software regularly. . Unlimited data transfer; . Automatic Content and Database backup (Daily); . Backup Retention of 7 days; . Security vulnerability assessment of websites; . Protection from common web application threats;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Customer must ensure that they have followed the Secure Coding Guideline published in BCC website for developing their website; . Customer must provide their websites and database to NDC in CD/DVD for security assessment of the websites; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Hosting Services)

Unique Identifier	**NDCB01**
Service Group	**Computing Services**
Service Name	**Virtual Private Servers**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	The NDC provides virtual private servers on demand i.e. without any pre-defined VPS packages.
Service Features	VPS with any Open Source OS; VPS with enterprise OS (requires license activation by the customer); DR support of VPS (Supported for Windows 2008 R2, Suse Linux, Redhat 6.5/CentOS 6.5/Ubuntu 14.04); Resource scalablity of VPS (on request); Unlimited data transfer; 24X7 Monitoring of VPS uptime; Security vulnerability assessment of VPS content;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Customer must ensure that they have followed the Secure Coding Guideline published in BCC website for hosting any website/application in VPS; . Customer must provide required service ports list and purpose for their VPS; . Customer must provide information for security assessment of the VPS contents [applicable if VPS is used for websites/application hosting]; . Register in the CRM;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Computing Services)

Unique Identifier	**NDCB02**
Service Group	**Computing Services**
Service Name	**Load Balancers**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	Load balancer appliance or load balancer service is offered to the clients to manage load of service between their application servers/VPS hosted in NDC;
Service Features	Dedicated Load Balancer; Shared load balancer; Load Balancer HA; SSL offloading from Load Balancer;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; from the load balancer;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Computing Services)

Unique Identifier	**NDCC01**				
Service Group	**Network Services**				
Service Name	**Internet Bandwidth Services**				
Service Type	Customer Facing Service				
Service Status	Production State				
Service Description	NDC provides Internet Bandwidth services to the government organizations who are connected to the Bangladesh Government Wide Area Network				
Service Features	Internet Bandwidth of up to 20 Mbps (Dedicated); Internet Bandwidth from shared bandwidth pool of 300 Mbps; Redundancy/Fail Over for Internet Bandwidth;				
Service Target / SLA	99% Uptime				
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.				
Delivery Channels	Physically or through Email/Service Desk				
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice				
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact;				
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.				

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Network Services)

Unique Identifier	**NDCC02**
Service Group	**Network Services**
Service Name	**DNS Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	The NDC provides Domain Name System (DNS) services for the interested clients for their web and email applications.
Service Features	Forward and reverse entry; DNS redundancy; Reverse entry to APNIC database for email service;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Domain name must be registered with BTCL using BCC name servers (ns1.bcc.gov.bd – 114.130.54.123 and ns2.bcc.gov.bd – 114.130.54.124); . Domain name and IP (if applicable) to be provided if hosted outside BCC;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Network Services)

Unique Identifier	**NDCC03**				
Service Group	**Network Services**				
Service Name	**Virtual Private Network Services**				
Service Type	Customer Facing Service				
Service Status	Production State				
Service Description	The NDC provides Virtual Private Network (VPN) services for the intended clients as per their requirements.				
Service Features	Remote access (SSL) VPN for accessing resources of other services; Site to site VPN;				
Service Target / SLA	99% Uptime				
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.				
Delivery Channels	Physically or through Email/Service Desk				
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice				
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . IPSec and IKE parameters to be clearly specified (for site to site VPN); . For remote access VPN clearly specify the access information of resources;				
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.				
Service Support	**Support Type**	**Hrs/Day @ Office**	**Days/Week @ Office**	**On Call Weekdays**	**On Call Weekends**
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No
Standard Costs	There are currently no costs associated with this service				
Optional Costs	Currently not applicable				
Target Audience	All government organizations				
Service Owner	Team Leader (Network Services)				

Unique Identifier	**NDCC04**
Service Group	**Network Services**
Service Name	**Network Appliances**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	Network Appliance is the virtual router, virtual firewall customer can use dedicatedly along with their other resources.
Service Features	• Open source router and firewall; • Configuration assistance;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Resources information and topology for using network appliance;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Network Services)

Unique Identifier	**NDCD01**
Service Group	**Storage Services**
Service Name	**Block Storage Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides persistent block storage with high performance and reliability to use with the computing nodes of the customer.
Service Features	• SAS Disks for block store; • SSD cache enabled to increase performance of disk I/O; • Storage Replication with DR;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Storage Services)

Unique Identifier	**NDCD02**
Service Group	**Storage Services**
Service Name	**Backup Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC Provides backup services along with other services in those service bundle. Customer can also have back up as an independent service.
Service Features	• Backup using enterprise backup tool [OS support limited]; • Backup with open source backup tools and scripts; • Scripting and configuration assistance; • Encryption support;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	ˌ Apply for the service using the service application form available in BCC website; ˌ Register in the CRM; ˌ Agree with Service Level Agreement; ˌ Designate Point of Contact;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Storage Services)

Unique Identifier	**NDCD03**
Service Group	**Storage Services**
Service Name	**File System Storage**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides file system storage in form of NAS or SAMBA to use by customer as their file sharing location. NDC also provides cloud based location for any government users to store their information in the cloud.
Service Features	• NAS for file sharing and storing • Storage upto 10 GB for cloud drive service; • On demand backup service for cloud drive services only; • Customer's own encryption for protecting their sensitive data;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Storage Services)

Unique Identifier	**NDCE00**
Service Group	**Database Services**
Service Name	**Oracle Database Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides database services to the customer in various forms and in various platforms. NDC mainly offers relational database service to the customer.
Service Features	• Relational Enterprise Database services offered in Shared database environment; • Oracle, DB2, MSSQL, MySQL enterprise database with HA cluster feature; • Dedicated MySQL community server;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Database information with current and 3 years projected size;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.
Service Support	<table><tr><td>**Support Type**</td><td>**Hrs/Day @ Office**</td><td>**Days/Week @ Office**</td><td>**On Call Weekdays**</td><td>**On Call Weekends**</td></tr><tr><td>L1 (Service Desk)</td><td>24</td><td>7</td><td>NA</td><td>NA</td></tr><tr><td>Monitoring</td><td>24</td><td>7</td><td>NA</td><td>NA</td></tr><tr><td>L2</td><td>8</td><td>5</td><td>Yes</td><td>Yes</td></tr><tr><td>L3</td><td>8</td><td>5</td><td>No</td><td>No</td></tr></table>
Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Database Services)

Unique Identifier	**NDCF01**
Service Group	**Email Services**
Service Name	**IBM Lotus Email**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides email services in IBM Lotus Domino applicable for all Ministries and critical department/organization only in their own domain.
Service Features	• Email service in organization's own domain; • Account and quota management; • Email Account Backup; • Anti-Spam services; • Email client for Desktop and Mobile devices;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Email Domain information including domain whois information;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Email Services)

Unique Identifier	**NDCF02**
Service Group	**Email Services**
Service Name	**Zimbra Email**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides shared and dedicated Zimbra (Community) based email services to its client.
Service Features	• Email service in organization's own domain; • Account and quota management; • Delegation of mail domain admin role to the customer; • Email Account Backup; • Anti-Spam services;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Email Domain information including domain whois information;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Email Services)

Unique Identifier	**NDCG01**				
Service Group	**Collocation Services**				
Service Name	**Rack Space Allocation Services**				
Service Type	Customer Facing Service				
Service Status	Production State				
Service Description	NDC provides collocation services to the customer with all sorts of data center facilities.				
Service Features	• N+1 infrastructure facilities provided for collocation of Racks; • 24X7 manpower for monitoring the infrastructure;				
Service Target / SLA	99% Uptime				
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.				
Delivery Channels	Physically or through Email/Service Desk				
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice				
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Detail description of Racks, Servers, IT equipments with power consumption shall be provided; . Must follow the rack size and rack type related standard of NDC;				
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority. After the service is ready, it is served to the requester client in proper service delivery channel.				
Service Support	**Support Type**	**Hrs/Day @ Office**	**Days/Week @ Office**	**On Call Weekdays**	**On Call Weekends**
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No
Standard Costs	There are currently no costs associated with this service				
Optional Costs	Currently not applicable				
Target Audience	All government organizations				
Service Owner	Team Leader (Collocation Services)				

Unique Identifier	**NDCG02**
Service Group	**Collocation Services**
Service Name	**Rack Unit Allocation Services**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides Rack unit collocation services to the customer with all sorts of data center facilities.
Service Features	• N+1 infrastructure facilities provided for collocation of servers/devices inside NDC Racks; • 24X7 manpower for monitoring the infrastructure;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Detail description of Servers, IT equipments with power consumption shall be provided; . Must follow the rack size and rack type related standard of NDC while planning for the servers or any other IT devices.
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Collocation Services)

Unique Identifier	**NDCH01**
Service Group	**Managed Services**
Service Name	**Design, Deployment & Management**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	With its team experience NDC provides support to the customer to plan, design and deploy infrastructure for e-government services in NDC. This is an on demand service and requires multiple session of discussion with NDC team.
Service Features	• Prepare plan by analysing requirements and service; • Design infrastructure considering performance, security, availability; • Deploy the designed infrastructure as per the plan ; • Manage the infrastructure in future; • Monitoring and day to day maintenance of the infrastructure;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Sessions of discussion in BCC with NDC teams;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Managed Services)

Unique Identifier	**NDCH02**
Service Group	**Managed Services**
Service Name	**Implement Reference Architecture**
Service Type	Customer Facing Service
Service Status	Production State
Service Description	NDC provides deployment of some of their reference architecture for high performance application.
Service Features	• Deploy the reference architecture with certain tuning; • Manage the infrastructure in future; • Monitoring and day to day maintenance of the infrastructure;
Service Target / SLA	99% Uptime
Delivery Scopes	Services provided only within the government domain. The ICT focal points or designated point of contacts can only avail the services on behalf of that organization.
Delivery Channels	Physically or through Email/Service Desk
Security Consideration	The service delivery environment is secured and follows the global ISO 27001 practice
Expectations from Customer	. Apply for the service using the service application form available in BCC website; . Register in the CRM; . Agree with Service Level Agreement; . Designate Point of Contact; . Sessions of discussion in BCC with NDC teams;
Service Initiation	Service initiation starts after all the processes along with above customer expectations are completed. Service is initiated by designated service owner with prior approval from the competent authority and from the security team. After the service is ready, it is served to the requester client in proper service delivery channel.

Service Support	Support Type	Hrs/Day @ Office	Days/Week @ Office	On Call Weekdays	On Call Weekends
	L1 (Service Desk)	24	7	NA	NA
	Monitoring	24	7	NA	NA
	L2	8	5	Yes	Yes
	L3	8	5	No	No

Standard Costs	There are currently no costs associated with this service
Optional Costs	Currently not applicable
Target Audience	All government organizations
Service Owner	Team Leader (Managed Services)