

PORTAL MyGovCloud

SYAHARINAH SYED SHAHIR

Unit Private Cloud &
Cawangan

SUSUNAN BICARA

01



Portal Walkthrough

02



Cloud hosting @PDSA

03



Permohonan
Perkhidmatan

06



Khidmat sokongan

05



Nilai tambah

04



Pengurusan
perkhidmatan

01



PORTAL WALKTHROUGH



Selamat Datang Ke MyGovCloud

Perkhidmatan Pengkomputeran Awan Kerajaan Malaysia



Cloud hosting @PDSA

02 PENGENALAN

Perkhidmatan *Cloud Hosting@PDSA* merupakan perkhidmatan yang menyediakan sejumlah sumber (*rangkaian, server, storan, sistem operasi*) secara *virtual* kepada Agensi Sektor Awam bagi menampung aplikasi yang dibangunkan berasaskan *Cloud* (*Cloud Enable*). Perkhidmatan ini juga dikenali sebagai *MyGovCloud@PDSA* atau *Malaysia Government private cloud*.



ASET CLOUD



4

lokasi

7

Vcenter

22

cluster

140

host

3370

TB storan

4381

Virtual
machine

INFRASTRUCTURE AS A SERVICE (IAAS)



Service Level Agreement

99.5% AVAILABILITY
<10ms round trip
<10% packet loss



Performance

High performance computing
High availability
IOPS >5000



Capacity

>3PB storage
Sharing resources
Online processing

HA VS. HX

Persekitaran VM mempunyai fungsi high availability, HDD berkelajuan tinggi

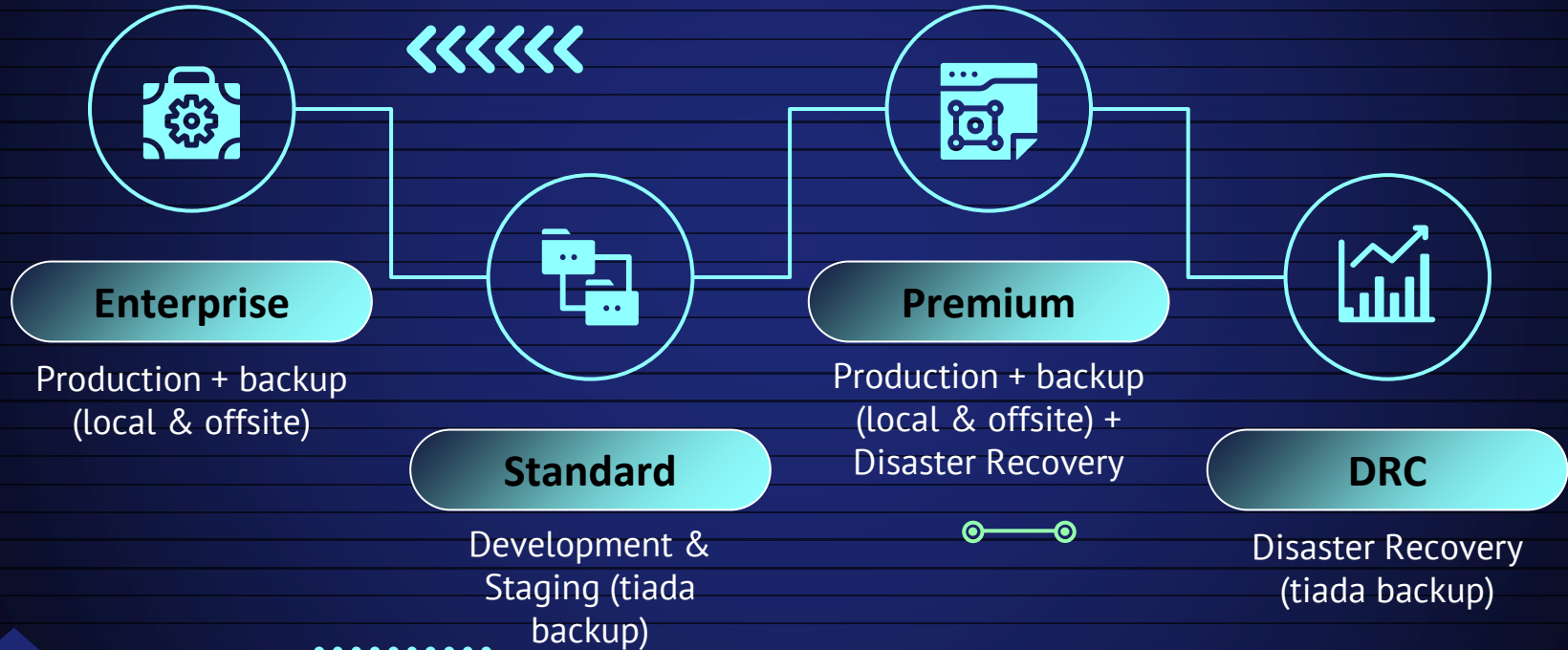
HA



HX

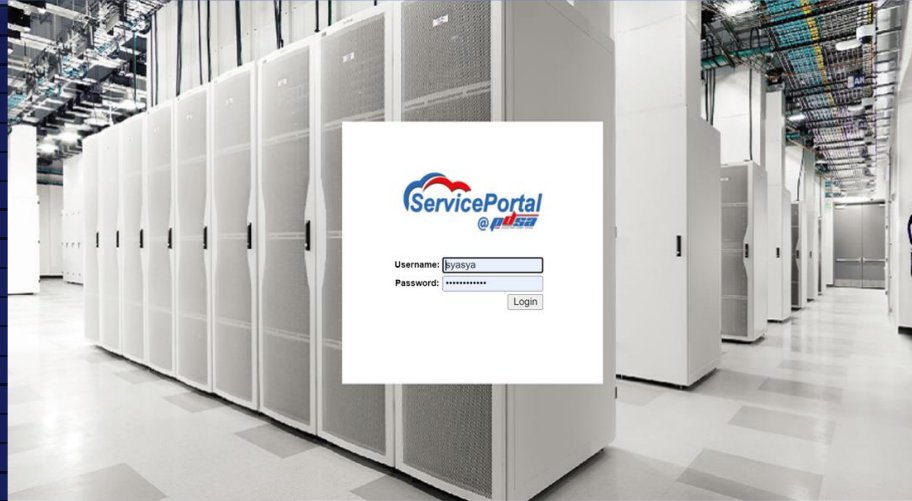
Persekitaran VM yang mempunyai fungsi high availability, SSD berkelajuan tinggi, replikasi secara offsite (DR)

SENARAI PAKEJ (VM)



(VM – virtual machine)

WALKTHROUGH



ORCHESTRATION

PORTAL YANG
MENYOKONG FUNGSI
BROKER
PERKHIDMATAN

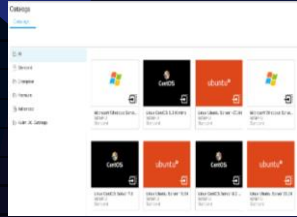
PERFORMANCE

MENGURUS DAN
MEMANTAU
PRESTASI, SLA,
AKAUN AGENSI

MULTI PLATFORM

SEBAGAI 'TOOLS'
YANG BERSESUAIAN
YANG BOLEH
DIGUNAKAN DALAM
PELBAGAI PLATFORM

WALKTHROUGH



Catalogs

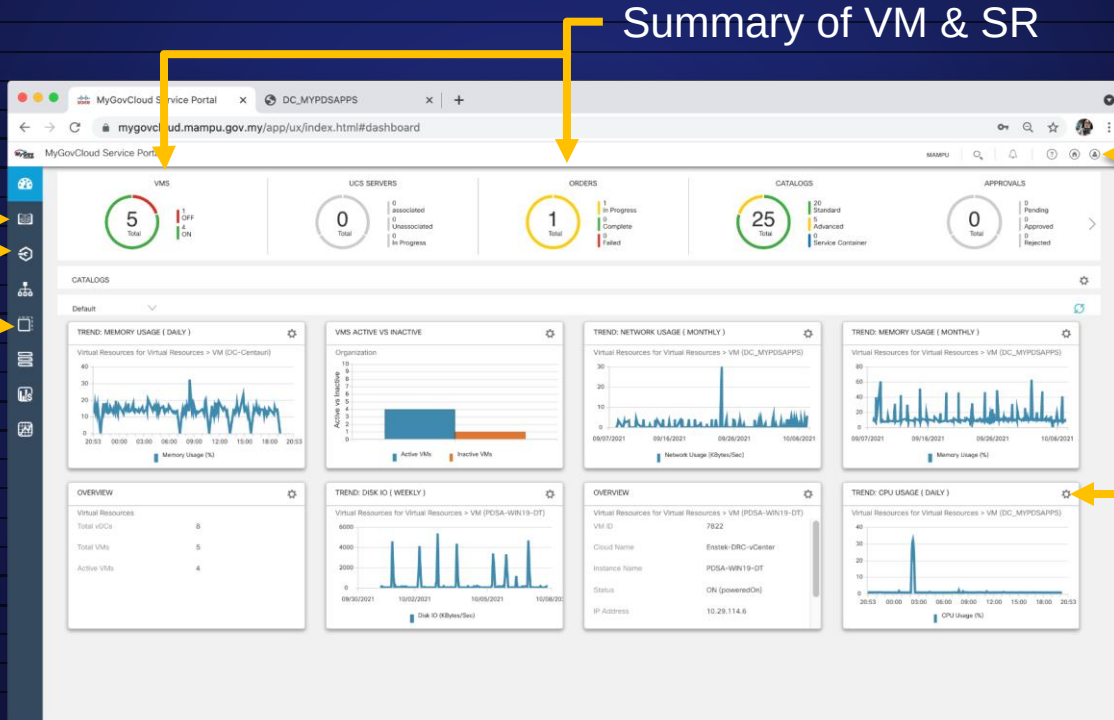


Service Request

Virtual Resources

Cloud	VM-ID	VM-LA	VM-Name	Host-Name	IP-Address	Image-ID	Power-Size
2781		DC-CentOS	vm1-uGAL3SR01	10.29.119.119	DC-CentOS		
4603		PCSA-WIN19-OT	vm1-uGAL3SR01	10.29.119.119	PCSA-WIN19-OT		
7623		PCSA-WIN19-OT	vm1-uGAL3SR01	10.29.119.119	PCSA-WIN19-OT		
7623		PCSA-WIN19-OT	vm1-uGAL3SR01	10.29.119.119	PCSA-WIN19-OT		

Virtual Resources



Edit Profile

Export Report

Export Report

Select Report Format

☒ PDF

☐ CSV

☐ XLS

PENGGUNA

PDSA



Superadmin

Admin Agensi



End user

2 orang wakil daripada setiap agensi
(Kementerian/Jabatan)

Approval



Teknikal



Pengurusan

3 - 5 hari

Purata masa
untuk kelulusan
secara online



03

PERMOHONAN PERKHIDMATAN

Proses dan panduan



MODUL PERMOHONAN

MAMPU

MAMPU

MAMPU

ADMIN

Kemuka permohonan

Semak permohonan



AGENSI
INDUK

Semak permohonan

Kemuka permohonan



AGENSI

CAWANGAN/BAHAGIAN/JABATAN

A

Kemuka permohonan

Semak permohonan



AGENSI
CAWANGAN/BAHAGIAN/JABATAN

Makluman
status



AGENSI
INDUK

B

Kemuka permohonan

Semak permohonan



AGENSI
CAWANGAN
/BAHAGIAN/
JABATAN



AGENSI
INDUK

C

PROSES PERMOHONAN AGENSI

Emel/surat



Agensi kemuka permohonan kepada Kementerian

Kementerian semak permohonan

Kementerian hantar permohonan ke MAMPU

Analisis keperluan sumber

Persetujuan menggunakan perkhidmatan

Permohonan ID Akaun Portal

Login ke MyGovCloud Service Portal

Key in permohonan secara online

Kelulusan

Pengujian prestasi dan hardening sebelum go-live

Sistem dibenarkan go-live

Pemantauan operasi sistem

Agensi

MAMPU

PERMOHONAN AKAUN PENGGUNA



- E-mel permohonan kepada mygovcloudpdsa@mampu.gov.my
- Maklumat yang diperlukan :
 - i. Nama agensi
 - ii. Nama penuh pegawai
 - iii. No Kad Pengenalan (merupakan *user login*)
 - iv. Alamat emel pegawai
 - v. Alamat pejabat
- Sekiranya terdapat perubahan pegawai, agensi perlu maklumkan melalui emel



PERMOHONAN KHAS (CUSTOM REQUEST)



Perlu klon dari VM sedia ada (contoh: HA, temp backup untuk perubahan besar di VM dll)

Keperluan storan yang
terlalu besar

Memerlukan lebih dari satu
virtual disk / vNic adapter

Perlu menggunakan
OVF (contoh: virtual
appliance, V2V dll)

Keperluan IP

Sistem pengoperasian
tiada dalam katalog





03

PENGURUSAN PERKHIDMATAN

Tugas dan tanggungjawab





POLISI BACKUP

- 5.00 petang setiap hari (24 jam)
- Daily incremental
- Full backup secara mingguan setiap hari Jumaat
- Full backup secara bulanan (12 salinan)
- Retention period 90 hari (local)
- Retention period 30 hari (off site)
- Kaedah - image snapshot



Local



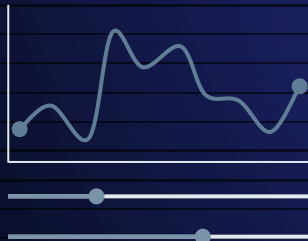
Offsite



ALERT & MONITORING

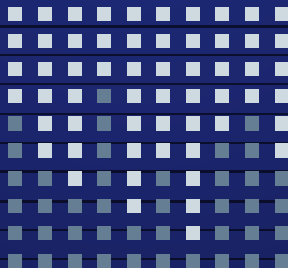
- High usage CPU, RAM & storage
- Network usage

Utilization



- Node down
- Power off

Availability



- North-South
- East - West

Security

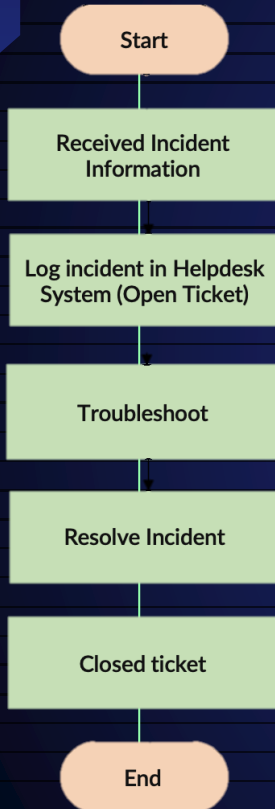


RISIKO & TANGGUNGJAWAB

Responsibility	On-Prem	IaaS	PaaS	SaaS	
Data classification & accountability risks	●	●	●	● - - -	Requires Internal Trust
Client & endpoint risks	●	●	●	● ●	
Identify & access risks	●	●	● ●	● ●	
Application risks	●	●	● ●	● - - -	Requires External Trust
Network risks	●	● ●	●	●	
Host risks	●	● ●	●	●	
Infrastructure risks	●	●	●	●	

 Cloud Provider is responsible
  Cloud Customer is responsible

INCIDENT MANAGEMENT



Stage 1

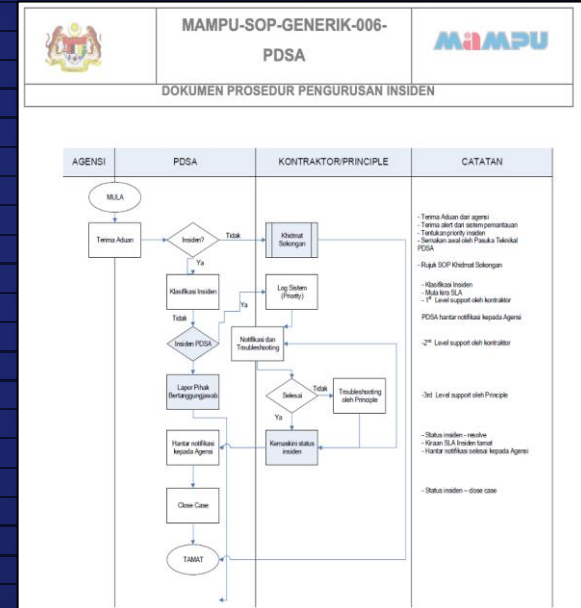
Log into Helpdesk System and the assigned team to start troubleshooting.

Stage 2

Gathering information from multiple sources (end user, collection diagram, etc.)

Stage 3

After an incident has been resolved, the team will close the ticket





05

NILAI TAMBAH

Pengguna perkhidmatan

NILAI TAMBAH



SPA

Network & Host
Assessment



Microsegmentation

Security Group mengikut
agensi



CSA

Penilaian tahap
keselamatan cloud



OS

Windows 2016, 2019



APT

Antivirus, Anti Malware, IPS, Web
Reputation, Application Control, Integrity
Monitoring, Log Inspection



Reporting

Utilization,
recommendation,
performance
(on demand)

SERVIS BAHARU



Penyediaan storan di cloud PDSA untuk kegunaan rasmi

- 200 agensi (permulaan)
- 500Gb

File sharing



Ketersediaan VM menghampiri zero downtime

- Active-active site
- Production dan backup

>99.5%



Penggunaan lesen MySQL dalam katalog VM (production & staging)

- Enterprise version
- Ready template

Self manage



06

KHIDMAT SOKONGAN

Service Desk

SERVICE LEVEL AGREEMENT (SLA)

ICT AVAILABILITY & ROUNDTRIP

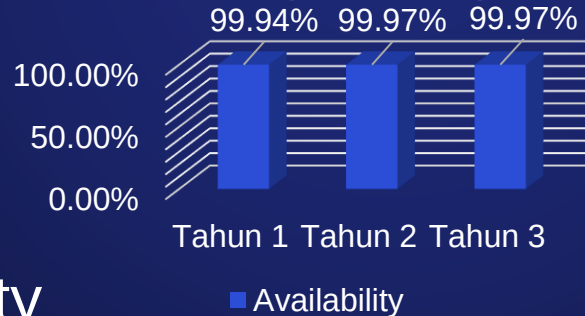
TREND SLA MENGIKUT TAHUN

TAHUN	TAHUN 1				TAHUN 2				TAHUN 3			
QUARTER	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8	Quarter 9	Quarter 10	Quarter 11	Quarter 12
BULAN	MAR-MAY 19	JUN-OGOS 19	SEPT-NOV 19	DEC 19-FEB 20	MAR-MAY 20	JUN-OGOS 20	SEPT-NOV 20	DEC 20-FEB 21	MAR-MAY 21	JUN-OGOS 21	SEPT-NOV 21	DEC 21-FEB 22
SLA	99.96%	99.92%	99.89%	99.99%	100%	99.86%	100%	100%	99.94%	100%	99.99%	99.95%
Roundtrip	1.16ms	0.9ms	0.77ms	1.34ms	0.75ms	0.71ms	0.52ms	0.30ms	0.12ms	0.11ms	0.12ms	0.10ms

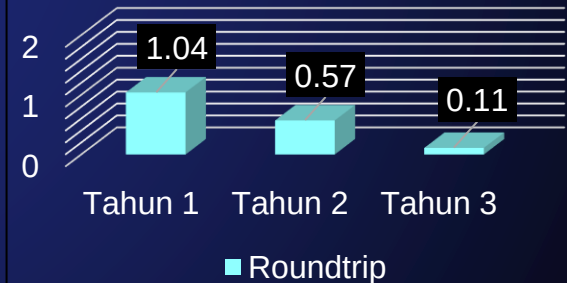


■ Purata Availability

Availability Mengikut Tahun (> 99.5%)



Roundtrip Mengikut Tahun (< 10ms)





The Pillars of PDSA's Service Desk

Incident and Problem Management

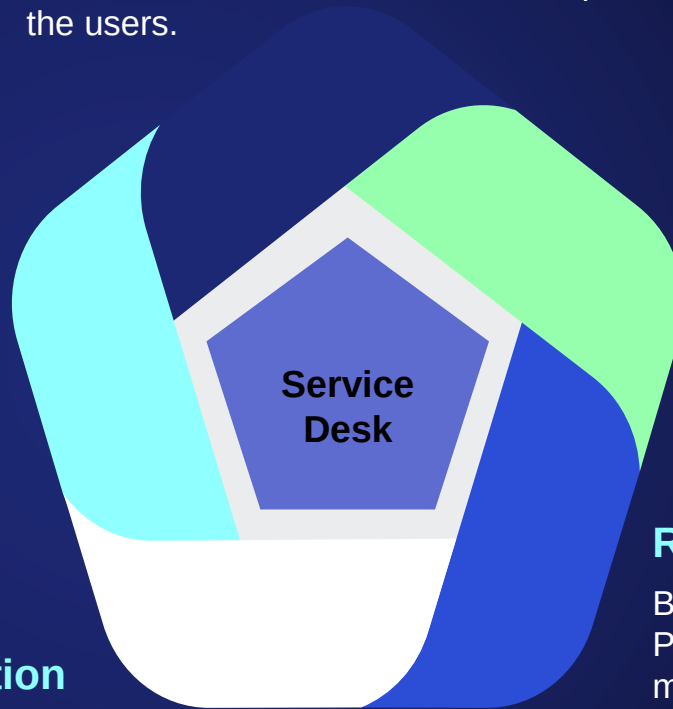
Organize support easily with PDSA Service Desk: manage incidents/requests, create forms, define SLAs, and deliver the best experience to the users.

Asset Management

Manage hardware and software. Link asset inventory to PDSA Service Desk and get 360 control of IT and business infrastructure.

Administration

Take control over users: define entities, create profiles and restrict access to information



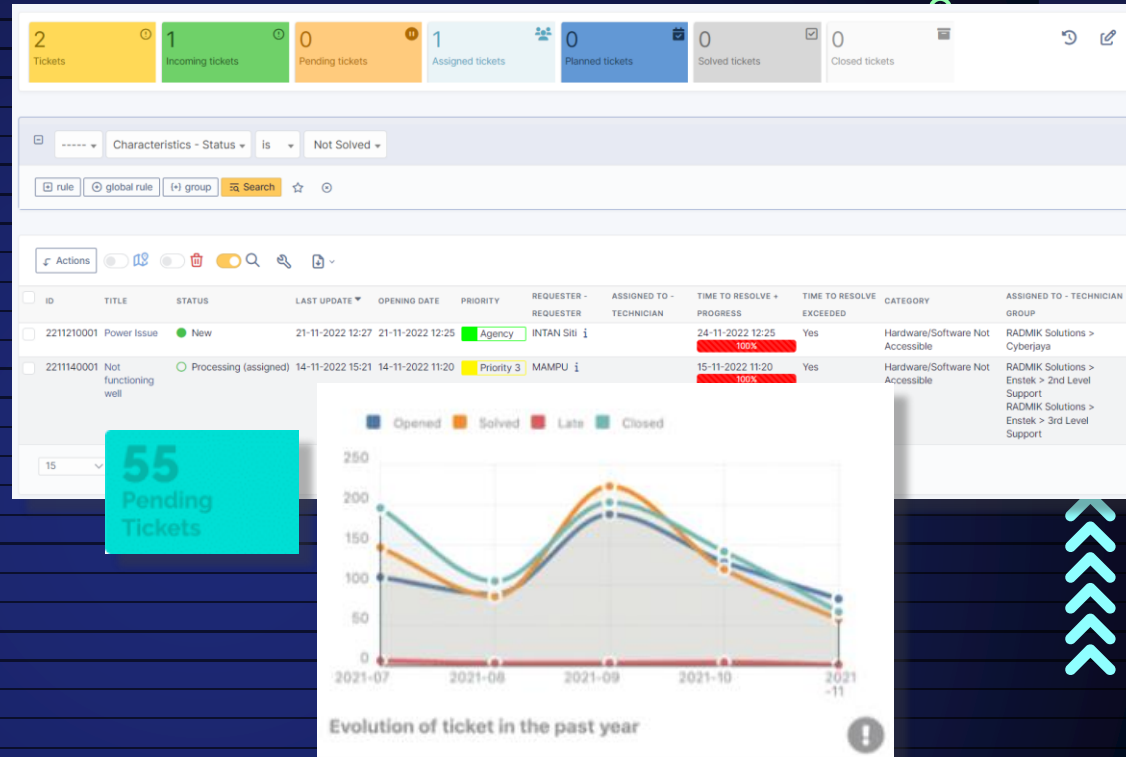
Ticketing

With a systematic ticketing system, each issues can be track and record including all the interaction with the users as well as internal conversations between technical team

Reports

By generating reports, PDSA able to analyze metric such as average response time, volume of tickets received and resolution time.

WWW. SERVICEDESK. PTJDC.GOV.MY



- Tickets
- Problems
- Changes

- Statistics
- Forms
- Recurrent tickets



User View



Login to your account

Email address

Password [Forgot](#)

☐ Remember me

[Sign in](#)

First time login?
[Click here to activate your account](#)

Home

- Home
- Create a Ticket
- Tickets
- Reservations

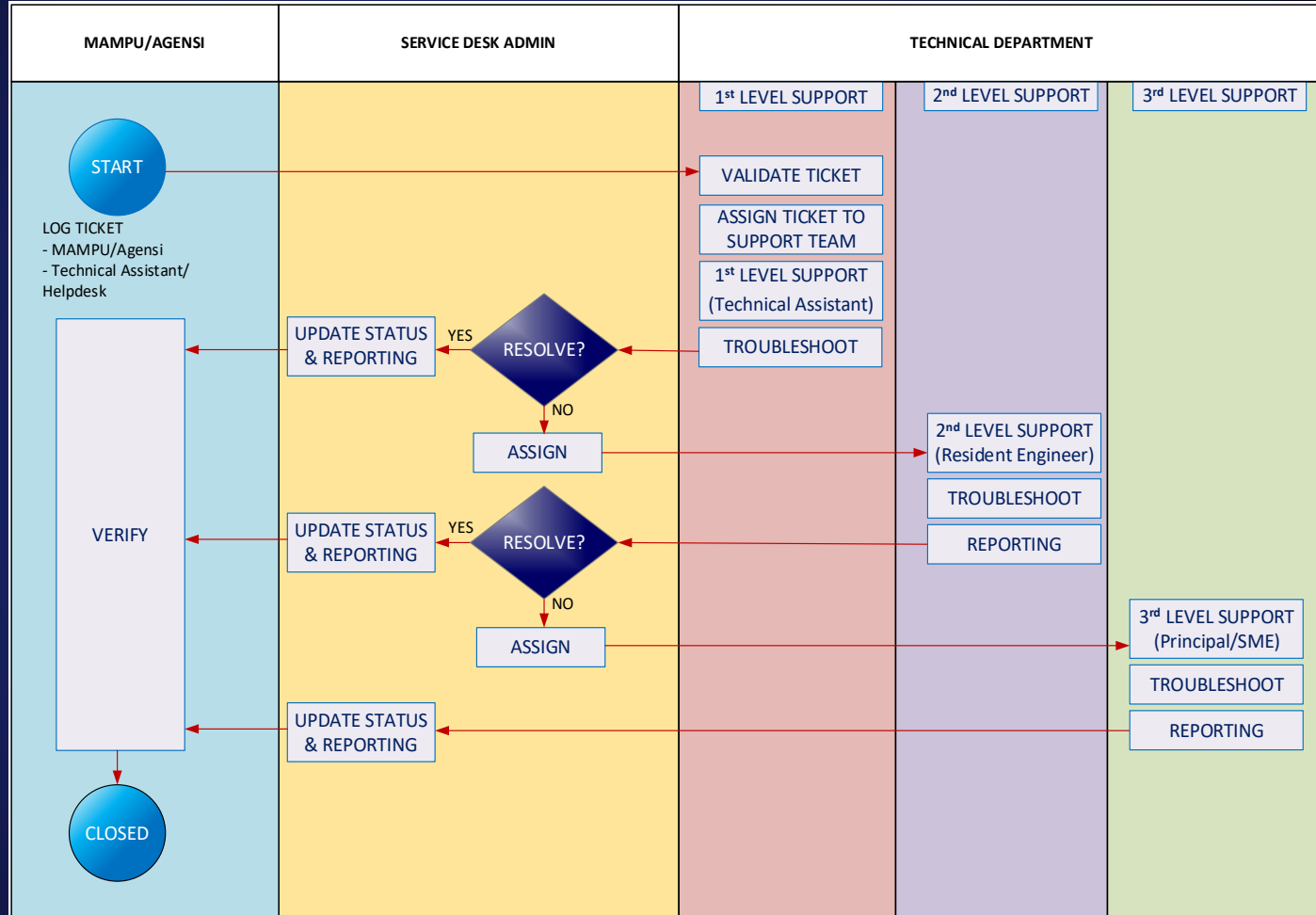
Tickets

[+ Create a Ticket](#)

✓ Tickets waiting for your approval	0
New	0
Processing (assigned)	1
Processing (planned)	0
Pending	0
Solved	0
Closed	0
Deleted	0



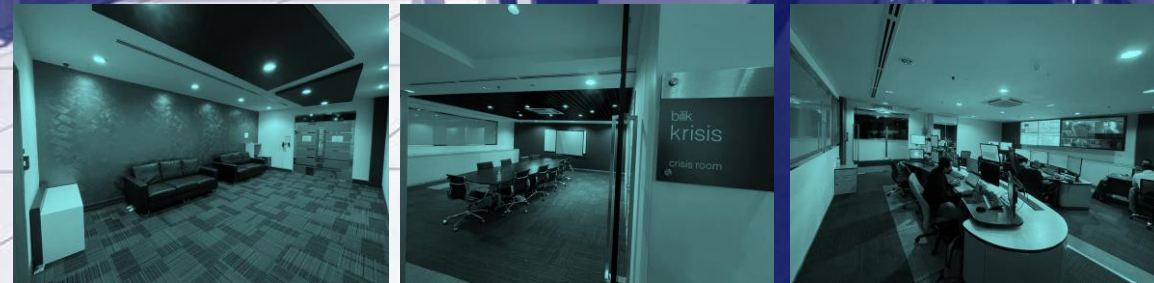
The Process Flow of PDSA's Service Desk



»»»»» We try our best

MyGovCloud
@pdssa
pusat data sektor awam

PERSEKITARAN
KONDUSIF,
SELAMAT DAN
EFISIEN





SEKIAN, TERIMA KASIH

Do you have any questions?

dc@mampu.gov.my

+603 8872 6232

PDSA

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