NEBRASKA
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OFFICE OF THE CIO

Static Website Hosting

December 22, 2014

Last updated: December 22, 2014

1. Rate
$20/month

2. General Overview:

The OCIO provides a robust, secure, affordable service for hosting static web sites.   For the purposes of this shared service, a website is a collection of one or more web pages commonly under the umbrella of a single domain name. This service does not include or provide support for backend databases or database driven dynamic sites or web applications. The service includes a fully redundant environment with multiple production servers to minimize downtime and maximize performance. This includes 1GB of storage. Additional storage will be charged at published rate.

3. Service Description:

The service will include:

- HTTP Hosting of static HTML, CSS, Javascript, Image and media
- Up to 1GB of disk space
- Redundant HTTP servers
- Data backups
- Redundant Power
- High-speed network connectivity
- Secure facility

The service will **NOT** include:

- Hosting of dynamic web content or web applications (Java, .NET, Ruby, PHP etc.)
- Secure Sockets Layer (SSL)
- Authentication/Authorization services.

Benefits include:

- Cost effective shared environment, 24x7 support, redundancy, and physical security.

4. Roles and Responsibilities:

The Office of the CIO is responsible for:

- Website hosting hardware and software
- Redundant production systems for high availability.
- The OCIO will grant access to the server for agencies that wish to maintain their own content.

The customer is responsible for:

- Providing the content for the site that will be hosted.

- Insure that all content meets Section 508 requirements for handicapped accessibility prior to deployment on OCIO servers.
- Providing any data retention requirements for the content that will be hosted.

5. Requesting Service

Contact the OCIO Help Desk to order the service. Information that is needed includes contact information for at least one person within the agency. The name of a backup person within the agency is recommended.

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

This environment is running on multiple production web servers for high availability. On-call staff are available 24x7 to provide any support needed should problems arise.

Support is available 24x7 at 402-471-4636. The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular hours (7am – 6pm) a support call will be routed by the Help Desk to the appropriate team. During off hours the call will go to OCIO Operations personnel where it will be logged and on-call members of the OCIO will be notified.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468