

Static Website Hosting

Application and Database Hosting

July 2021

Debit Code: 78

Rate: FY22/FY23 \$28.00 per month

User	Rate FY22/FY23	Debit Code
Static Web Hosting Fee	\$28.00/month/user	78

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

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 costs will be charged at published rate.

Service Details

The service includes:

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

The service does not include:

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

Benefits include:

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

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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.

Customers are responsible for:

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

Requesting Service

Contact the OCIO Service Desk to order Static Website Hosting service. Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

The following information is required to order the service:

- Contact information for at least one teammate from the requesting Agency
- The name of one backup person within the Agency (recommended)
- Job Code and Work Order Number

Service Expectations, Hours, Availability and Reliability

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.

Cost and Billing Information

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

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Customer Support and escalation

Support is available 24x7 at 402-471-4636. On-call staff will identify the problem and the appropriate personnel necessary to address the issue. During regular hours (7 A.M. – 6 P.M.) support calls will be routed by the Service Desk to the appropriate team. During off hours calls will forward to the OCIO Operations department to be logged, and on-call teammates will be notified.

For further information, please contact:

The Office of the CIO Service Desk

Request this Service: <https://serviceportal.ne.gov>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468