

Static Website Hosting

Application and Database Hosting

Overview of Service

The OCIO provides a robust, secure, affordable service for hosting static websites. 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 the published rate.

Service Details

This service includes:

- HTTPS Hosting of static HTML, CSS, JavaScript, Image and media
- Up to 1GB of disk space
- Redundant Web servers
- Data backups
- Backup Power Generator
- High-speed network connectivity
- Secure facility
- Cost-effective shared environment
- 24x7 support
- Physical Security

This service does not include:

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

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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 content.

Customers are responsible for:

- Providing the content for the hosted site.
- Ensure that all content meets Section 508 requirements for handicapped accessibility before 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

Request Offerings

- [OCIO Web Application and Website Service](#)

Requests can be submitted on the [OCIO Service Portal \(serviceportal.ne.gov\)](#).

Required Information

The following information is necessary to request a service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

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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.

Rate Information

Debit Code: 78

All Office of the CIO rate information is located on the [Rates and Fees](#) sheet on the OCIO website.

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.

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 be forwarded to the OCIO Operations department to be logged, and on-call teammates will be notified.

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If any of this information is incorrect or you have questions, please contact the Office of the CIO Service Desk or submit a Service Request.

Website: serviceportal.ne.gov

[Click Here to Submit a Service Request](#)

Email: cio.help@nebraska.gov

Phone: 402-471-4636 or 800-982-2468

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