

Web Application Hosting

OCIO Web Hosting NDS

Overview of Service

The Web Application Hosting Service allows the customer to use a shared service for hosting web applications, instead of making expensive investments in hardware, software licenses, and staff support. The service includes a redundant environment with multiple production servers to minimize downtime and maximize performance. It is suitable for mission-critical situations.

A web application is a software application that is accessed by users over a network such as the Internet or an intranet and is run in a web browser. This offers the ability to update, maintain, and distribute applications without having to install software.

Service Details

Rate

\$275.00* per month + transaction fees

Usage for determining the number of transactions is measured by hits (number of requests to the web server) per month. The number of hits is billed on a sliding scale:

Transaction	Rate
Web Hosting Tier 1 – First 200,000 Hits	\$0.0049
Web Hosting Tier 2 – 200K to 1,000K Hits	\$0.0025
Web Hosting Tier 3 – 1,000K to 4,000K Hits	\$0.0003
Web Hosting Tier 4 – Over 4,000K	\$0.0001

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This service includes:

- Use of enterprise proxy servers for encryption (SSL)
- One production application instance running 512 MB RAM or less
One production application database (1GB or less)
* Additional hosting fees may be billed for additional resources or instances (high availability)
- Security/authentication (if required)
- Load balancing
- Redundant production servers
- High-speed network connectivity
- Caching of static resources
- Separate server environment for Client Acceptance Testing (CAT)
One CAT application instance running 512 MB RAM or less
One CAT and one DEV application database (1GB or less, each)
*Additional hosting fees may be billed for additional resources or instances
- Redundant power in the State's secure data center
- Secure Facility with restricted physical access
- Regular updates of Java and Tomcat to the most current versions on the servers
- Application Servers for Java and .NET Web Based Applications
- Backups of application code and local data

Benefits include:

- This service consists of a cost-effective shared environment, 24 X 7 support, and redundancy. As a shared service, Web Application Hosting provides economies of scale at higher quality service and expert support that customers would not be able to afford on their own. Using a shared service for hosting web applications allows agency staff to focus on other activities serving the mission of the agency.

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This service does not include:

- Development or testing of web applications
- Section 508 / ADA Compliance of web applications
- Debugging of application code
- Application code performance enhancement or analysis

Roles and Responsibilities

The Office of the CIO is responsible for:

- Maintaining the Web Application Hosting environment and ensuring its redundancy.
- Collaborating with other service areas within the OCIO to ensure the appropriate resources are available for use by hosted systems.
- Coordinating with the client and or development team to migrate application code from testing tiers to production tiers when appropriate, with minimal impact or downtime.
- Collaborating with other service areas, clients, and development teams to troubleshoot any availability or performance issues.

Customers are responsible for:

- Providing the compiled web application
- Identifying required features of the application (e.g. caching, load balancing, SSL)
- Testing and maintenance of the application
- Fixing any problems with the application
- Adherence to section 508 / ADA compliance
- Ensuring that the application complies with NITC Technical Standards and Guidelines. (<https://nitc.nebraska.gov/standards/index.html>) and is written with best practices for security to protect against Internet attacks.

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Requesting Service

Contact the OCIO Service Desk with questions or to order Web Application Hosting service. Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

Service Expectations, Hours, Availability, and Reliability

This environment is running on multiple production web servers for redundancy. If there are any problems, on-call staff is available 24x7 to provide any support.

Rate Information

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.

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Customer Support and Escalation

This infrastructure is supported by multiple experienced professionals at each tier and includes access to a 24x7 service desk to ensure a quick resolution to any problems.

The 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.) a support call will be routed by the Service Desk to the appropriate team. During off hours (6 P.M. – 7 A.M.) the call will go to the OCIO Operations team, it will be logged, and on-call members of the OCIO 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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