Web Application Hosting

NEBRASKA
Good Life. Great Vision.
OFFICE OF THE CIO

Application and Database Hosting
June 13, 2019

Rate

$275.00 per month + transaction fees

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

General Overview

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 an application that is accessed by users over a network such as the Internet or an intranet. Web applications are popular due to the ubiquity of web browsers, and the convenience of using a web browser as a client, sometimes called a thin client. The ability to update and maintain web applications without distributing and installing software on potentially thousands of client computers is a key reason for their popularity, as is the inherent support for cross-platform compatibility" (http://en.wikipedia.org/wiki/Web_application).

Service Details

The service includes:

- Use of enterprise proxy servers for encryption (SSL)
- Security/authentication (if required)
- Load balancing
- Redundant production servers
- High-speed network connectivity

Web Application Hosting

- Caching of static resources
- Separate Server Environment for Client Acceptance Testing (CAT)
- Redundant power in the State's secure data center
- Secure Facility with restricted physical access
- Application Servers for Java and .Net Web Based Applications
- Backups of application code and local data

The service does <u>not</u> include:
- Development or testing of web applications
- Debugging of application code
- Application code performance enhancement or analysis

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.

Roles and Responsibilities

The Office of the CIO is responsible for:
- Maintaining the Web Application Hosting environment and insuring its availability.
- 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 team 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
- Insuring that the application complies with NITC security standards (http://www.nitc.nebraska.gov/standards/) and is written with best practices for security to protect against Internet attacks.
- Insuring that the application complies with NITC Technology Access Clause (http://www.nitc.nebraska.gov/standards/2-201.html)
- Insuring that the application complies with NITC E-Government Architecture Standards (http://www.nitc.nebraska.gov/standards/)

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 high availability. If there are any problems, on-call staff is available 24x7 to provide any support.

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.

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:

- The first 200,000 hits per month are billed at $0.0049 cents per hit
- Hits 200,001 through 1,000,000 per month are billed at $0.0025 cents per hit
- Hits 1,000,001 through 4,000,000 per months are billed at $0.0003 cents per hit
- Hits over 4,000,001 per month are billed at $0.0001 cents per hit

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.

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