

### Service Description

The Shared Web Hosting Environment is a public facing internet environment for agency websites and SQL applications. Customers are provided with individual FTP accounts that are used to load files to the Shared Web Hosting environment through a secure FTP site.

The services covered under Shared Web Hosting include:

- **Application Hosting** - A set of dynamic pages designed to gather or provide information to visitors based upon a set of criteria. While the Shared Web Hosting service does not provide application development, an Microsoft SQL Server database is available for those agencies wishing to create .ASP or .Net applications utilizing SQL Server.
- **Basic Site Hosting** - Most pages within a basic site will be static text, .htm or .html pages providing information, rules, guidance, etc. Some sections may be updated frequently to provide items such as announcements or press releases.
- **Content Management Hosting** – DotNetNuke (DNN) is the Content Management System that is provided by the Hosting Services. A DNN site is designed per the Governors' standards and setup on a single server environment. DNN sites are not load balanced and therefore reside on one server.
- **Dynamic Site Hosting** - The pages viewed by the visitor in a dynamic site are built on demand from files on the server or data held in a database

A Shared Web Hosting customer might also be interested in these OIT services:

- Database Support
- Enterprise Business Intelligence and Reporting

### Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Continuity** - Load balancing in this service allows for seamless recovery from service disruptions associated with server failures or planned maintenance.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Protection** - The service includes monitoring, antivirus software, and regular operating system (OS) patching.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as in maintaining the environment and service.

### OIT Provides

- Domain name: Agency.ohio.gov domain for each site/application
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Secure environment controlling both inbound and outbound traffic
- Service provisioning and implementation

## Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3 a.m. to 6 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

## Incident Response & Resolution

Shared Web Hosting support staff is available from 7:00 a.m. to 5:00 p.m., Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

## Service Objectives

Category	Evaluation Criteria	Target
Availability	Web uptime	99%
Incident Responsiveness	Shared Web Hosting support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Shared Web Hosting support staff resolves incident within 4 hours.	75%

## Customer Requirements

- Application and database development\* (if required)
- Application for hosting account
- Completed Pre-Development Checklist prior to Site or Application design or development
- Customer agrees that only authorized users will be allowed to access the FTP account
- Design, develop and test site
- Additional domains established for marketing purposes are provided by the customer
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

**\*Service may be obtained from OIT for an additional charge.**

## Additional Information

For more information on this service contact the **Customer Service Center** at [CSC@ohio.gov](mailto:CSC@ohio.gov) or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.