

# Web-Hosting: Service Level Agreement

## Aims of the Service

The Web Hosting service provides an internal environment for hosting static websites or small-scale web applications. The service aims to provide a set of standard hosting solutions across our centrally managed hosting environments.

The service provides 'out of the box' web hosting solutions only and does not include support for any software or building/maintaining websites. Web design/development services are available as part of our Web Publishing service. Details are available at:

<http://www.ed.ac.uk/schools-departments/information-services/services/computing/audio-visual-multi-media/web-development>

## Supported Technologies

The Web Hosting service supports a number of standard web technologies. The table below details the technologies supported by each of our shared hosting environments:

Category	Linux
Software Languages	PHP Perl Python
Web Servers	Apache
Database	MySQL

Details of current supported versions are available on the IS website at:

<http://www.ed.ac.uk/schools-departments/information-services/services/computing/audio-visual-multi-media/web-hosting/using-web-hosting>

## Resellers

Reseller accounts are available for business areas that would prefer to have the ability to set up and configure their own virtual hosts. Resellers are available on the Linux environment only and can create accounts based on the Bronze and silver packages outlined in the Service Options section below. Details of the reseller accounts are included in the table below.

## Service Options

The table below defines the range of services offered.

Features	Linux			Reseller
	Bronze	Silver	Gold	Linux Only
Space	1GB	5GB	25GB	No Limit^
Databases	1	3	10	No Limit^
Bandwidth	No Limit	No Limit	No Limit	No Limit^
Scripting	PHP Perl Python	PHP Perl Python	PHP Perl	PHP Perl
SSL	Yes*	Yes*	Yes*	Yes*
EASE	Yes*	Yes*	Yes*	Yes*
SSI	Yes	Yes	Yes	Yes
Access	No	No	No	No
MySQL	Yes	Yes	Yes	Yes
MS SQL Server	No	No	No	No
SFTP Accounts	1	1	1	No Limit
Domains	1	1	1	No Limit^
Sub Domains	0	3	No Limit	No Limit
Secure Directories (AD or .htaccess)	Yes	Yes	Yes	Yes
Annual Cost	Free**	Free**	£POA	£4200

\* Available on request from IS on a per domain basis

\*\* Free for Teaching/Learning & Corporate. Funded Research cases should contact for a quote

^ May be limited on a 'per server' for capacity reasons if required

## Integration with EASE

One of the major benefits of an internal hosting solution is the ability to integrate with the University's CoSign-based EASE authentication service. EASE can be used to secure an entire site or specific areas only. It can also be used for user authentication with web applications.

- EASE can be enabled for a hosted domain on request.
- The Web Hosting service provides support for the EASE setup and configuration with a hosted domain only.
- The service does not provide support for integration with web applications or content.

## Service Availability & Support

Except for planned service outages, the service is available 24 hours a day, 7 days a week.

Planned downtime is scheduled giving two weeks' notice via service alerts:

<http://reports.is.ed.ac.uk/alerts/>

Support is available, Monday to Friday, 9am to 5pm. excluding University Holidays

Support enquiries should be submitted to the Web Integration team via IS Helpline:

[IS.Helpline@ed.ac.uk](mailto:IS.Helpline@ed.ac.uk)

### Included

Under the Web Hosting service, support is provided for the hosting environment and virtual host only, including:

- Server availability and performance
- Server software and utilities (Apache, PHP, Perl etc.)
- Virtual host configuration
- EASE and SSL configuration
- Security of hosting environment

### Excluded

The service does not provide support for web applications, content management systems or website code/content, including:

- Installing/configuring content management systems
- Integrating web applications with EASE
- Migrating content from an existing website
- Broken code or web content
- Website/Web application security (including patching/updating)

### Resellers

Resellers are expected to provide 2<sup>nd</sup> line support for any websites that they own and may provide different levels of support as defined by the resellers themselves.

### Support Incidents

Support incidents will be handled on a priority basis. The tables below provide definitions of priorities and associated target incident duration times.

## Priorities

Urgency	Impact		
	Individual(s)	Dept/Location(s)	University
Normal	Low Priority	Normal Priority	Medium Priority
Higher	Normal Priority	Medium Priority	High Priority
Highest	Medium Priority	High Priority	Critical Priority

## Target Incident Durations

Priority	Target incident duration
Critical	1 working day
High	2 working days
Medium	3 working days
Normal	5 working days
Low	8 working days

## Feedback or Escalations

Feedback on the Hosting Service should be sent to [IS.Helpline@ed.ac.uk](mailto:IS.Helpline@ed.ac.uk)

Escalation for any service issues should work as per standard University support procedures, via IS Helpline.

## Patching

### Regular Patching Schedule

Web Hosting servers are automatically patched early morning every weekday. Patching includes:

- Operating system packages
- Minor Apache, MySQL and PHP updates

Operating System Kernel security patches are applied daily with no server reboot required.

Full Operating System kernel patches are applied monthly with a server reboot where required.

### Critical Security Patches

In the event of critical security vulnerabilities. Patches will be applied as and when available. Service alerts and notifications will be raised if any service disruption is likely.

## Backups & Disaster Recovery

All Web Hosting servers are backed up to a secondary data centre using replication technology. These backups can be used to recover the service in the event of a disaster at the primary site. They also allow for recovery of individual files and folders if required.

### Backup Schedule

Backups of all servers are taken daily, early morning between 01:00 and 07:00. Times vary by server due to the variance in time taken to copy each machine.

### Backup retention

Backups are held for a period of 28 days. This allows for server, account, or file recovery for any given day up to 28 days prior to the time of restore.

### Account/File restore

Account backups are taken nightly and stored locally on the server for convenience. These can be used by website owners to restore individual files/folders or databases. Retention periods for these backups vary due to available storage.

In addition, individual web hosting accounts, folders or files can be restored from the remote machine backup and provided to account owners on request. Recovery requests are processed in accordance with support procedure details above and can take up to 2 working days to retrieve under normal circumstances.

Restore requests should be emailed to [IS.Helpline@ed.ac.uk](mailto:IS.Helpline@ed.ac.uk)

### Disaster recovery

In the event of a service failure or disaster, we will make every effort to restore the primary server in the first instance. If restoring the primary server is not possible, we will fail over to the most recent backup available. A failover scenario will result in a maximum of 24 hours loss of data.

In the unlikely event of a disaster affecting multiple services, University systems are recovered in priority order as quickly as possible. Web Hosting is currently considered priority level 3 and, as such, will be recovered after several other core services. There is no fixed recovery timescale for this scenario.

The service will then be failed back to the primary site when the service there has been fully restored. No data will be lost as part of the failback process.