



## Hosting Service – SV08

### *Description*

This service entails providing an environment within the ICT Chancellery data centres.

### Features

- Standard Linux/Windows platform (optionally virtualised) including a database, an application server, and hardware and software networking elements
- In secure data centres
- Managed and maintained by ICT Chancellery:
  - Monitoring of the platform (OS and components managed by ICT Chancellery)
  - Incident management
  - Second-line support for software managed by ICT Chancellery
  - Version update after consultation (with the option of providing a test platform during the update phase)
  - Management of negotiable facilities, such as licences, DNSs, certificates

### Platform

- VMware
- Red Hat

### Additional conditions

- If necessary, the client network is connected to the ICT Chancellery network.
- The customer installs, maintains and manages the application, with the help of the Shared Service where preferential access rights are required.
- The customer agrees to follow ICT Chancellery's recommendations on best practices for version management (maximum of two supported versions).
- Options:
  - Cold standby environment redundancy
  - Hot standby environment redundancy

### Data backup

- A data backup is performed regularly (interval to be determined).
- The backup data can be kept for up to one year.

### Data security

- The customer is responsible for determining and managing access permissions.

### *Standard packs*