

OPERATIONAL AND HOSTING SERVICES

1.4 Web Hosting

DTI provides web hosting services for multi tier / multi environment browser based applications, as well as, simple presentation of static internet, extranet, and intranet web site information.

- Highly reliable and secure hosting platform
- Basic traffic statistics reporting provided to customers
- Simple web content update process

List of services

1. Web hosting of Applications
2. Web hosting of Static Content

1. Application Web Hosting

Service Description – DTI provides a web hosting environment designed for use by customers with applications that meet certain criteria. For more information please see *[Web Hosting](#) document.

Features / Benefits / Costs – The benefits to the customer are the ability to focus on the application itself without concern for the underlying infrastructure. From a State perspective, and for the individual customer, this shared service is very cost effective.

How to request services – Most requests for applications hosting will require a recommended Business Case. To complete a Business Case, contact *[Your IRM](#) or your *[Customer Relationship Specialist](#). Support requests for existing hosted applications should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards will apply to applications web hosting as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). New requests will be reviewed for compliance during the Business Case process. Specific attention should be given to the [DTI Domain Naming Standard](#), the [DTI Website Common Look and Feel Standard](#), the [DTI Common Look and Feel Delaware Code](#), the [DTI Data Classification Guideline](#) and [DTI Data Classification Policy](#).

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OPERATIONAL AND HOSTING SERVICES**2. Static Content Web Hosting**

Service Description – DTI provides a web hosting environment for customers’ static web sites. The website must not contain any non-public information. For more information please see *[Web Hosting](#) document.

Features / Benefits / Costs – The benefits to the customer are the ability to focus on the content of the website without concern for the underlying infrastructure. From a State perspective, and for the individual customer, this shared service is very cost effective.

How to request services – Static content web hosting does not require a recommended Business Case. Requests for new websites should be directed to your *[Customer Relationship Specialist](#). Support requests for existing static content web sites should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards will apply to Static Content Web Hosting as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). Specific attention should be given to the [DTI Domain Naming Standard](#), the [DTI Website Common Look and Feel Standard](#), the [DTI Common Look and Feel Delaware Code](#), and the [DTI Data Classification Policy](#).

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