

Website Hosting

Service Definition

1. Service overview

Website Hosting provides managed hosting environments for public-facing websites and digital services. The service supports organisations that need reliable, secure hosting to maintain availability, manage deployments and operate websites used by public audiences.

2. How the service works

The service is delivered as an ongoing managed hosting engagement.

Typical activities include:

- Provisioning of hosting environments in agreed public cloud platforms
- Configuration of server and application environments
- Deployment support for buyer-provided websites
- Routine platform maintenance activities
- Monitoring and alerting configuration
- Backup configuration and management
- Access control setup for agreed users
- Incident investigation and initial response

The buyer is responsible for providing the website application, content and deployment assets. Delivery is typically remote.



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3. Skills and experience

The service is delivered by practitioners with experience in managing public cloud hosting environments for websites and digital services.

Roles involved may include:

- Cloud or hosting engineer
- Application support engineer
- Service or delivery lead

The team applies established operational practices appropriate to hosting public sector websites.

4. Relevant experience

The supplier has provided hosting and operational support for public sector and regulated organisation websites.

Relevant experience includes:

- Hosting public-facing websites in managed cloud environments
- Supporting website availability and routine maintenance
- Managing hosting environments for content-managed platforms

This work has supported reliable service availability and reduced infrastructure management overhead for buyers.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation process to confirm hosting requirements, environments, access controls and deployment approaches. Buyers provide application code, configuration details and access requirements.



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Offboarding

At service end, the buyer is supported to retrieve their website data and configurations. A close-out process confirms handover or migration arrangements as agreed.

6. Service constraints

The service covers hosting and operational management only. It does not include website development, significant application changes or content management. Hosting is provided in agreed cloud environments and regions only. Support is limited to the defined scope and does not include continuous application-level support. The buyer remains responsible for application functionality and content.

7. Service management and support

A named service or delivery lead manages the hosting service and acts as the primary point of contact. Day-to-day management includes monitoring, maintenance and incident investigation within scope. Issues and risks are communicated to the buyer as they arise. Support hours and response expectations are limited to the agreed service scope.

8. Technical and operational requirements (if applicable)

Buyer-provided application code, deployment assets and configuration details are required. The buyer must provide appropriate access permissions and approve any third-party services used within the hosted environment.

9. Hosting, data and security

The service includes hosting within agreed public cloud environments. Buyer data is hosted in agreed regions and handled in line with applicable data protection requirements. Security controls are applied at the platform and environment level. Business continuity and disaster recovery are limited to the capabilities of the underlying hosting platform.

10. Exit, data return and deletion

On exit, buyer-owned website data and configurations are returned or made available for migration as agreed. Any remaining copies held by the supplier are deleted in line



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with agreed retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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