

The background features several large, 3D-style geometric shapes. On the left, a large teal shape points towards the center. In the upper middle, a purple shape sits on top of a lime green one. To the right, another teal shape is partially visible. In the bottom right corner, a large teal shape is also present. All shapes have a slight shadow, giving them a three-dimensional appearance.

C I V I C

knows

**Linux Cloud
Server
Management**

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Service Overview

With over two decades of experience in managing and deploying Linux installations we are ideally suited to help you manage your Linux installations on your current hosting provider or Cloud provider like AWS or Google Cloud. We can take responsibility for all the management requirements of your platform including OS, Database, Webserver, Application Server and security patches.

CIVIC treats all solutions as bespoke solutions, with the service moulded around user requirements, not vice versa. CIVIC can advise clients on how to best meet their needs and can help with (or entirely take over) the day-to-day running of the machine and its services.

CIVIC is certified to ISO-9001, ISO-27001 and Cyber Security standards and have years of experience working with the Public Sector.

The main features of the service are:

- Offerings for single or multiple Linux installations on bare-metal hardware.
- Sites running on multiple servers will have traffic load balanced.
- Performance and sizing options tailored to your requirements.
- Fully Managed service with consultancy and support.
- Bespoke solutions to custom requirements.
- Uses industry-standard LXC thin containers for security and high availability.
- Ideal for typical LAMP configurations, but with other options available.
- UK-based company.
- ISO 27001, ISO 9001 and Cyber Security-certified processes.
- Separate, fully-managed highly-available email and DNS services are available.
- Consultancy and expert support available for all levels, from networking to software frameworks.
- Backup Strategy
- Multi-tier firewalling with VPNs.
- Access strictly via cryptographically-enabled protocols.
- 24x7 systems diagnostics and monitoring.
- Experienced in working with the Public Sector.
- In-house experts with decades of experience in security, Linux, Unix, open source, networking and web technologies.

Managed Linux Hosting

We can help deploy and manage your website, application, server or Cloud infrastructure at the cloud provider of your choice like AWS or Google Cloud. and provide all relevant maintenance and support throughout the lifetime of the project.

The system can be fully managed by CIVIC, or any suitable arrangement in between.

We can also offer additional services pertaining to the operation of these Linux installations such as:

- Fully Managed DNS;
- Fully Managed Firewalling configuration;
- Fully Managed Mail Transport Agents (MTAs) for email handling;
- Provisioning and renewal of cryptographic certificates, including free of charge certificates with automated renewals;
- Virtual Private Networks for remote access; etc.

Depending on client requirements, these additional services can significantly reduce the system requirements and thus the operating cost of a Virtual Machine. Many services, such as backups and network security are provided as standard.

A multi-tier system including multiple web servers and one or more database servers can also be provisioned, typically using the MySQL database server. Oracle, Postgres and MongoDB can also be installed and managed on demand.

The contention of resources on the server can be specified by the client.

Hosting is on a variety of industry-standard servers running Debian GNU/Linux, built for redundancy and high availability using redundant power supplies and redundant storage with warm-standby high availability.

For more complex requirements and different operating systems, it is also possible to deploy Virtual Machines using industry standard hypervisors (KVM or VMWare). This is suitable for Linux, Unix and Windows hosting of services and ideal for complex services where client management is necessary.

CIVIC take pride in providing full-stack support and expertise. In addition to lower levels such as networking configuration, firewalling and fine-tuning database servers, CIVIC's has experts on hand to aid in securing, optimising, maintaining and improving your website itself.

Network Security

CIVIC's security policy stipulates encryption on all communications from the Internet, unless impossible to do otherwise (e.g. HTTP, DNS and certain email exchanges). Staff access is strictly through duly authenticated, encrypted Virtual Private Networks (VPNs), with further encrypted communications routed over the VPN links for additional security. This applies to CIVIC offices as well.

A segregation policy is employed using the IEEE 802.1Q protocol at the switching level, such that sensitive equipment is inaccessible from other equipment. This is often extended to cover client requirements for additional security. Additionally, management ports for highly sensitive networking equipment such as switches, PDUs and server lights-out management is physically segregated from other networks using separate wiring and switches.

CIVIC employs strict ISO 27001 compliant security policies reviewed regularly.

Operating System Maintenance and Security

Software and firmware on all network infrastructure equipment and servers is kept up-to-date via regular updates. Available online blacklist resources are also updated regularly to permanently block hijacked network blocks, malware and common sources of attacks. Additional security checks and penetration testing is performed regularly.

The operating system and database software on the main server are also kept up to date keeping up with the manufacturer's recommendations. Additional security checks and penetration testing are performed regularly. Intrusion detection systems are in operation.

Configuration Management

CIVIC manages hosted services using a configuration management platform (SaltStack), defining system and application configuration as code. This ensures consistent, repeatable deployments across environments and reduces configuration drift over time. Changes are applied in a controlled, auditable manner, improving reliability and speeding up recovery and rebuilds when needed.

Systems and Performance Monitoring & Diagnostics

All aspects of CIVIC's infrastructure are instrumented via SNMP, monitoring systems and software agents running on servers to monitor performance and to detect and respond to potential issues. Monitoring is 24x7. For websites, we also employ off-site monitoring services an additional level of redundancy and safety. Issues are communicated to CIVIC staff on call via:

- Mobile Phone text messages (SMS);
- Multiple Internet Messaging (IM) services;
- Twitter Direct Messages (DMs); and
- Email.

Clients' staff on call may also be plugged into the monitoring systems for additional peace of mind.

Application Support

CIVIC can additionally take responsibility for most applications that run on a Linux environment if this is required by the client. More details can be provided on request.

Accreditations

ISO9001

CIVIC have been audited for ISO9001 for our project delivery processes, which support the Account Management, Monitoring and Reporting processes and have recently successfully passed an interim audit which qualifies CIVIC for the most up to date revision ISO9001:2008. Using our ISO9001 accredited Account Management methodology and support mechanism, we have a track record of continuous improvement and delivery.

Over the last fifteen years we have developed a number of systems ranging from simple online shops to full blown e-procurement systems for multinational companies. Our ability to understand the user requirements allows us to deliver a solution that is tailored to meet the needs of our customers, giving them a competitive business advantage.

ISO27001

Our ISO27001 accreditation comes an independent and internationally accepted quality assurance hallmark that acknowledges the significant importance we place on safeguarding all of our clients' assets. Our Information Security Policy applies to all business functions within the scope of the Information Security Management System (ISMS) which is controlled and audited through ISO27001 and covers the information, information systems, networks, physical environment and people supporting these business functions.

DCI Cyber Essentials

CIVIC has been awarded the Cyber Essentials Certification, which is backed by the Government and launched in close consultation with the industry. Cyber Essentials was developed as part of the UK's National Cyber Security Programme.

ISO20000, ISO27017, ISO27018

We are in the process of gaining this accreditation.

Helpdesk Support

The CIVIC Helpdesk is available from 09:00 to 17:00, Monday to Friday, excluding weekends and public holidays. Users can log issues with the helpdesk by phone, by email or using our issue tracking system (access available on request).

CIVIC employ experts in all aspects of running a networked service, from hardware to the day-to-day operation of Content Management Systems and our hands-on approach to solving issues often helps solve unusual problems and meet unique client requirements.

Response Times

Priority	Response Target	Resolution Target	Examples
1	0.5 working hour	1 working hours	Unavailability of the entire system
2	2 working hours	4 working hours	Unavailability of a key module or major function, causing significant business impact.
3	0.5 working day	5 working days	Problems causing inconvenience, minor disruption or restricting performance.
4	1 working day	As agreed	Non urgent problems causing slight irritation but where workarounds are available; cosmetic or general enquiries for information

Reporting

- **Trouble tickets:** Trouble tickets will be recorded in our issue tracker (<http://issues.civiccomputing.com>). Each ticket has a unique ID enabling you to find the ticket and review activity on the thread. Our system enables you to maintain a dashboard of your own tickets and filter them by component for a quick view on what's outstanding, resolved,



awaiting QA or on hold. You'll also be CC'd by email on any ticket updates.

- **Server activity:** CIVIC's server monitoring software will create monthly reports on the availability and performance of applications and services. Exceptions and resolutions will be documented in our issue tracker.

Contact

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