



**Internet Data Centre**  
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## **Shared Web Hosting Policy**

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## 15. Shared Web Hosting Policy

### 15.1. Introduction

NIC Shared Web Hosting Service is an offering targeted to cost sensitive customers (govt. users/ departments) who want to create a web identity for themselves.

NIC Shared Web Hosting Service is a service relationship between NIC and the customer, in which a hard disk space on a common web server is provided to the customers.

The unique domain name of the customer's website is mapped to NIC DNS server so that the access to the site from the internet is possible.

The Shared Web Hosting service provides customers an opportunity to be visible on Internet in a cost effective & efficient way; it is targeted to the organizations which want their websites to flourish without worrying about the issues related to IT/IT Security of their web hosting.

### 15.2. Scope

This policy applies to all customers who wish to avail the shared web hosting services provided by NIC-IDC.

### 15.3. Policy

#### 15.3.1 General

- As a part of this policy demarcation of responsibilities between NIC-IDC and customer would be clearly defined.
- Shared web hosting services infrastructure would be governed by NIC-IDC information security policies & procedures.
- NIC will require that the customer fills a service provisioning questionnaire issued by NIC for Shared Web Hosting Services, this questionnaire will be sent to the appropriate contact of the customer. This questionnaire will include a list of information such as details on the DNS, OS, folder size, web space, application support, etc.
- NIC-IDC would not inherit any legal obligation as a part of the hosted content.

### 15.3.2 NIC Responsibilities

#### **NIC-IDC would be responsible for -**

- NIC will manage and maintain the backend support system; hardware, underlying operating systems or application software's.
- NIC will provide the necessary set up and configurations for the customer at NIC's data centre.
- NIC will provide the customer with remote access via FTP through customer specific username and password.
- All user access would be through a VPN tunnel.
- NIC will ensure the audit of the application before it is hosted to comply with NIC's policies and procedures. This exercise is focused on content security.

#### **NIC-IDC would not be responsible for -**

- For the integrity & confidentiality of the content in the customer application/ website/ service.
- NIC Shared Web Hosting Service does not include services on content loss due to user errors. For example if a disk malfunctions NIC will recover the content lost up to the last server backed up to tape, however, if a user accidentally deletes or corrupts the web content then recovery of files will not be done.
- NIC will not be responsible for customer's files and data residing on the customer's account though the backup of the files will be available.

### 15.3.3 Shared Web Hosting service customers

#### **Customers would be responsible for -**

- Integrity & confidentiality of their content.
- Any error on their behalf that may lead to data loss
- Abiding by Information security policies & procedures at NIC-IDC, wherever applicable