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Supporting Articles



Articles in this section

Municipal Websites (CivicEngage) Central Platinum Security Hosting and Support

8 months ago · Updated

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Hosting Details

<p>Hosting</p>	<ul style="list-style-type: none"> • Automated Municipal Websites Software Updates • Server Management & Monitoring • Multi-tiered Software Architecture • Server software updates & security patches • Database server updates & security patches • Antivirus management & updates • Server-class hardware from a nationally recognized provider • Redundant firewall solutions • High-performance SAN with N+2 reliability
<p>Bandwidth</p>	<ul style="list-style-type: none"> • Multiple network providers in place • Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack) • 45 GB/s burst bandwidth
<p>Disaster Recovery</p>	<ul style="list-style-type: none"> • Emergency After-hours support, live agent (24/7) • On-line status monitor at a data center • Event notification emails • Guaranteed recovery TIME objective (RTO) of 2 hours • Guaranteed recovery POINT objective (RPO) of 1 hour • Pre-emptive monitoring for disaster situations • Multiple data centers • Geographically diverse data centers

DDoS Mitigation	<ul style="list-style-type: none"> • Defined DDoS Attack Process <ul style="list-style-type: none"> • Identify the attack source • Identify the type of attack • Monitor attacks for threshold engagement • DDOS Advanced Security Coverage <ul style="list-style-type: none"> • Continuous DDoS mitigation coverage • Content Distribution Network support • Proxy server support • Live User Detection service
Data Center	<ul style="list-style-type: none"> • Highly Reliable Data Center • Managed Network Infrastructure • On-Site Power Backup & Generators • Multiple telecom/network providers • Fully redundant Network • Highly Secure Facility • 24/7/365 System Monitoring

Support and Maintenance

Support Services

CivicPlus' on-site support team is available from 7:00 am to 7:00 pm CT to assist customers with any questions, concerns, or suggestions regarding the functionality and usage of CivicPlus' Municipal Website solution and associated applications. The support team is available during these hours via CivicPlus' toll-free support number and e-mail. Support personnel will respond to calls as they arrive (under normal circumstances, if all lines are busy, messages will be returned within four hours; action will be taken on e-mails within four hours), and if the Customer's customer support liaison is unable to assist, the service escalation process will begin. Emergency support is available 24 hours a day for designated, named Customer points-of-contact, with members of both CivicPlus' project management and support teams available for urgent requests. Emergency support is provided free of charge for true emergencies (ie: website is down, applications are malfunctioning, etc.), though Customer may incur support charges for non-emergency requests during off hours (ie: basic functionality/usage requests regarding system operation and management). The current discounted rate is \$175/hour. CivicPlus maintains a customer support website that is accessible 24 hours a day with an approved client username and password.

Service Escalation Processes

In the event that CivicPlus' support team is unable to assist the Customer with a request, question, or concern, the issue is reported to the appropriate CivicPlus department. Customer requests for additional provided services are forwarded to CivicPlus' Customer Care personnel. Customer concerns/questions regarding the Municipal Website solution or associated application errors are reported to CivicPlus' technical team through CivicPlus' issue tracking and management system to be addressed in a priority order to be determined by CivicPlus' technical team. All other requests that do not meet these criteria will be forwarded to appropriate personnel within CivicPlus' organization at the discretion of the customer support liaison.

Included Services:	
Support	Maintenance of the CivicPlus Municipal Website solution
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel Usability Improvements Integration of System Enhancements Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Routine Follow-up Check-ins CivicPlus Connection	Install Service Patches for OS System Enhancements Fixes Improvements Integration Testing Development Usage License

CivicPlus Service Level Agreement

CivicPlus will use commercially reasonable efforts to make the Municipal Website solution available with a Monthly Uptime Percentage (defined below) of at least 99.9%, in each case during any monthly billing cycle (the "Service Commitment"). In the event CivicPlus does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

Definitions

- "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which the website was "Unavailable." Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any Exclusion (defined below).
- "Unavailable" and "Unavailability" mean:
 - The HTML of the home page of the site is not delivered in 10 seconds or less 3 times in a row when tested from inside our network and returns a status of 200.
 - The Main page of the site returns a status other than 200 or 302 3 times in a row.
- A "Service Credit" is a dollar credit, calculated as set forth below, that we may credit back to an eligible account.

Service Commitments and Service Credits

Service Credits are calculated as a percentage of the total charges paid by you (excluding one-time payments such as upfront payments) for the month (beginning with the first full month of service) in accordance with the schedule below.

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	1% of one month's fee

We will apply any Service Credits only against future payments otherwise due from you. Service Credits will not entitle you to any refund or other payment from CivicPlus. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the Client Agreement, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the service is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

Credit Request and Payment Procedures

To receive a Service Credit, you must submit a claim by opening a case with Support. To be eligible, the credit request must be received by us by the end of the second billing cycle after which the incident occurred and must include:

1. the words "SLA Credit Request" in the subject line;
2. the dates and times of each Unavailability incident that you are claiming;
3. the affected Site domains; and
4. Any documentation that corroborate your claimed outage.

If the Monthly Uptime Percentage of such a request is confirmed by us and is less than the Service Commitment, then we will issue the Service Credit to you within one billing cycle following the month in which your request is confirmed by us. Your failure to provide the request and other information as required above will disqualify you from receiving a Service Credit.

SLA Exclusions

The Service Commitment does not apply to any unavailability, suspension, or termination of the Municipal Website solution or any other Municipal Website solution performance issues:

1. that result from a suspension;
2. caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of CivicPlus;
3. that result from any actions or inactions of you or any third party;

4. that result from your equipment, software, or other technology and/or third party equipment, software, or other technology (other than third party equipment within our direct control); (v) that result from any maintenance as provided for pursuant to the Client Agreement; or
5. arising from our suspension and termination of your right to use the Municipal Website solution in accordance with the Client Agreement (collectively, the "SLA Exclusions").

If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors at our discretion.

Disaster Recovery Feature Service Commitment

CivicPlus will use commercially reasonable efforts to insure that in the event of a disaster that make the Primary data center unavailable (defined below) Customer site will be brought back online at a secondary data center (the "Service Commitment"). In the event CivicPlus does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

Definitions

- "Datacenter availability" is determined by inability to provide or restore functions necessary to support the Service. Examples of necessary functions include but are not limited Cooling, Electrical, Sufficient Internet Access, Physical space, and Physical access.
- A "Service Credit" is a dollar credit, calculated as set forth below, that we may credit back to an eligible account.
- Recovery Time Objective (RTO) is the most anticipated time it will take to bring the service back online in the event of a datacenter event.
- Recovery Point Objective (RPO) the amount of data lost that is considered acceptable.

Service Commitments and Service Credits

Service Credits are calculated as a percentage of the total charges paid by you (excluding one-time payments such as upfront payments) for the month accordance with the schedule below.

Recovery Time Objective	Service Credit Percentage
2 Hours	10% of one month's fee
Recovery Point Objective	Service Credit Percentage
1 Hour	10% of one month's fee

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