**Maine State Government**
**Dept. of Administrative & Financial Services**
**Office of Information Technology (OIT)**

# Hosting & Housing Policy

**1.0.   Purpose**

1.1.   OIT offers two distinct flavors of utilizing its data centers: *OIT Housing* and *OIT Hosting*. This Policy explains the two flavors, and enumerates their difference. A visual representation of the network flow is included at the end for further clarification.

**2.0.   Definitions**

2.1.   *Information Assets:* The full spectrum of all I.T. products, including business applications, system software, development tools, utilities, appliances, etc.

2.2.   *OIT Hosting:* Full-service, horizontal infrastructure platforms (e.g., Oracle database, Microsoft SQL database, Oracle Fusion Java Middleware, Microsoft Internet Information Services, VMWare ESxi, etc.) provided by OIT.  The implementation of OIT Hosting is split between two OIT divisions.

2.3.   *OIT Housing:* Equipment that resides in an OIT data center, where OIT provides the physical security, uninterrupted electricity, climate control, rack space, and Internet connectivity (including network segmentation). The OIT Housing Vendor provides *everything else*.

2.4.   *OIT Housing Vendor:* Commercial party that provides everything else under OIT Housing that OIT does *not* provide.

2.5.   *OIT Product Manager:* OIT position that provides the single point-of-accountability to the customer re: an Information Asset.

**3.0.   Applicability**

3.1.   This policy applies to:
  3.1.1.   All State of Maine personnel, both employees and contractors;
  3.1.2.   Executive Branch Information Assets, irrespective of hosting location; and
  3.1.3.   Information assets from other Maine State Government branches that use the State network.

3.2.   Agency business stakeholders considering OIT Housing must carefully understand the division of responsibility between OIT, and the OIT Housing Vendor.

**4.0.    Responsibilities**

4.1.    *OIT:* OIT's responsibility is minimal under OIT Housing, and maximal under OIT Hosting.

   4.1.1.    For *OIT Housing*, OIT is *only* responsible for the following five enumerated items, *and nothing else*:
      4.1.1.1.    Physical Security;
      4.1.1.2.    Uninterrupted Electricity;
      4.1.1.3.    Climate Control;
      4.1.1.4.    Rack Space; and
      4.1.1.5.    Internet Connectivity (including Network Segmentation).

   4.1.2.    For *OIT Hosting*, in *addition* to the five items listed above, OIT is also responsible for:
      4.1.2.1.    Equipment provisioning and maintenance, including patching and administration;
      4.1.2.2.    Equipment life-cycle management, including end-of-life replacement;
      4.1.2.3.    Internal connectivity amongst equipment, as well as external Internet connectivity to ensure agreed-upon performance benchmarks;
      4.1.2.4.    Periodic Cybersecurity vulnerability scans, and associated remediation;
      4.1.2.5.    Remediations resulting from other-party audit findings;
      4.1.2.6.    Policy-driven Change Management;
      4.1.2.7.    Policy-driven Incident Management and Response;
      4.1.2.8.    Support beyond the scheduled workweek business hours, unless explicitly exempted by other OIT service-level terms and conditions;
      4.1.2.9.    Backup & Restoration, and associated Liability;
      4.1.2.10.    Business Continuity Planning, Disaster Recovery, and associated Liability; and
      4.1.2.11.    Cybersecurity & Privacy, and associated Liability.

4.2.    OIT *Product Manager:* Advises the Agency business customer re: the distinction between OIT Hosting and OIT Housing, as it pertains to the particular Information Asset that they are accountable for.

4.3.    OIT Housing *Vendor:* Responsible for *everything beyond the five enumerated items provided by OIT*, including the following, but not limited to:
      4.3.1.    Equipment provisioning and maintenance, including patching and administration;
      4.3.2.    Equipment life-cycle management, including end-of life replacement;
      4.3.3.    Internal connectivity amongst Housed equipment;
      4.3.4.    Periodic Cybersecurity vulnerability scans, and associated remediation;
      4.3.5.    Remediations resulting from other-party audit findings;
      4.3.6.    Policy-driven Change Management;
      4.3.7.    Policy-driven Incident Management and Response;
      4.3.8.    Backup & Restoration, and associated Liability;
      4.3.9.    Business Continuity Planning, Disaster Recovery, and associated Liability;
      4.3.10.    Cybersecurity & Privacy, and associated Liability.

**5.0.    Directives**

5.1.    The OIT Housing Vendor must follow industry best practices in Cybersecurity & Privacy, and minimize any risk to the State network.

5.2.    The OIT Housing Vendor must make Housed equipment available for periodic OIT health-checks, to ensure said equipment does not pose a threat to the State network. Should any discrepancy be found, the OIT Housing Vendor must remediate such discrepancy per OIT instructions, within a timeframe specified by OIT.

5.3.    Should such remediation not be undertaken per OIT instructions, within the specified timeframe, then OIT reserves the right to shut down the Housed equipment, and terminate the Housing contract with the OIT Housing Vendor.

5.4.    Any configuration change to Housed equipment must be made according to the OIT Change Management Policy[1]. Beyond change management, OIT Housing is considered Remote Hosting, and is subject to the Remote Hosting Policy[2].

5.5.    All access to Housed equipment by the OIT Housing Vendor must be coordinated through the OIT Data Center Director.  OIT Housing is best suited for lights-out operations. Frequent, unplanned access requests from the OIT Hosting Vendor *cannot* be accommodated.

**6.0.    Document Information**

6.1.    Initial Issue Date: 11 December 2004
6.2.    Latest Revision Date: 11 November 2020
6.3.    Point of Contact: PolicyTeam.OIT@Maine.Gov
6.4.    Approved By: Chief Information Officer, OIT
6.5.    Legal Citation:  Title 5, Chapter 163: Office of Information Technology[3]
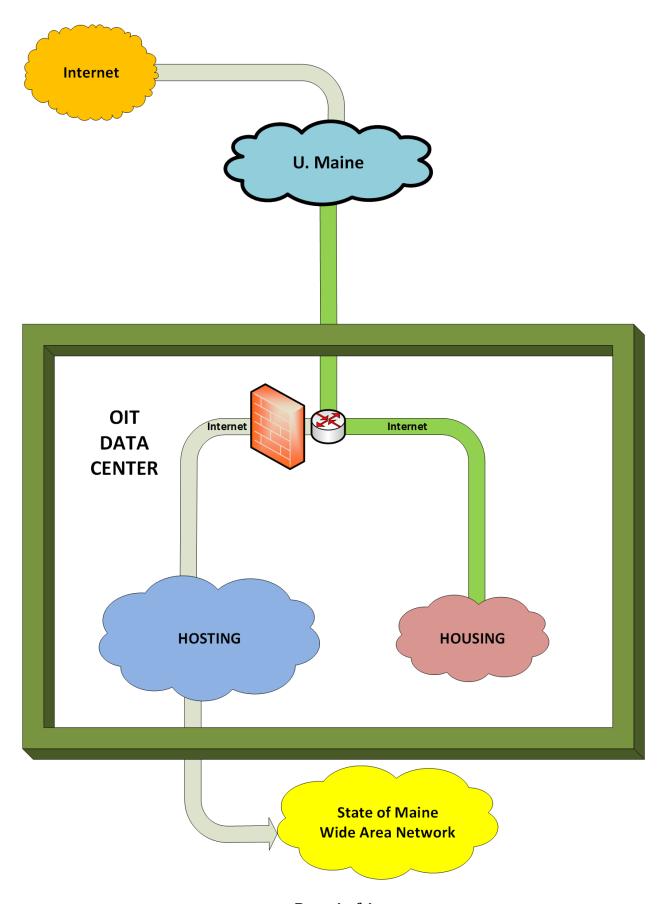6.6.    Waiver Process: Waiver Policy[4]

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[1] https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/change-management-policy.pdf
[2] https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/remote-hosting-policy.pdf
[3] https://legislature.maine.gov/statutes/5/title5ch163sec0.html
[4] https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/waiver.pdf

Internet

U. Maine

OIT
DATA
CENTER

Internet

Internet

HOSTING

HOUSING

State of Maine
Wide Area Network