

ECM Governance Policies

Web hosting policy

Document summary

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Policy owner	Information and Communication Technology Services (ICTS)		
Approved by	Council	Reviewed by	Council
Enquiries	ICTS: Core Business Services		

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Background

UCT provides a centrally-managed and –administered web content hosting environment. This environment should provide solutions for most web content. Exceptions to the Web Hosting Policy will be dealt with on an individual basis and will only be allowed on approval.

Definitions

Term	Definition
UCT	University of Cape Town
Official website	A website owned and operated by an organisational entity of UCT, including but not limited to a faculty, department, school, centre, division, group, unit, office, or service
Official affiliated website	Website of an entity that has a formal affiliation with UCT; e.g. the Sasol Advanced Fuels Laboratory website (www.safl.uct.ac.za)
Extranet website	A restricted access site or portal that is accessible by both internal and a specific, individually identified group of external users.
Intranet website	Website with access restricted only to users within UCT or a particular organisational unit
Externally-hosted site/web application	Website or web application not hosted by UCT
Official faculty website	The official main website of a UCT faculty, e.g. the Law Faculty website (www.law.uct.ac.za)
Staff website	Site belonging to an current UCT staff member, with content related to the staff member's work or research at UCT
Postgraduate student website	Site belonging to a postgraduate student, covering the student's work, studies or research at UCT
Private website/blog	Website or blog containing content unrelated to UCT activities, work, teaching, studies or research
ICTS web servers	Web servers managed and maintained by ICTS
UCT blog server	Blog server managed and maintained by ICTS
CMD	Communication and Marketing Department
ICTS	Information and Communication Technology Services
GSB	Graduate School of Business
PASS	Professional, Administrative, Support and Service
Other web server owners	Owners of servers not run by ICTS, Commerce IT, or the GSB IT Department

Applicable to

- Official UCT websites, including but not restricted to:
 - Corporate website (www.uct.ac.za)
 - Official faculty sites (e.g. www.law.uct.ac.za)
 - Academic department, school, centre, research group, division & unit websites
 - PASS department websites
 - UCT conference websites
 - UCT project websites
- Portals
- Intranet websites
- Extranet websites
- Internally-hosted application websites
- Staff websites
- Postgraduate student websites
- Registered residence websites
- Registered student society websites
- Registered sports club websites

Exclusions

- Externally-hosted application websites
- Externally-hosted websites
- Cloud-hosted websites

Policy summary

1. All official and official affiliated UCT web applications must be hosted at UCT unless there is a valid reason to host them externally
2. All official and official affiliated UCT websites must be hosted in the UCT web content management system, unless there is a valid reason for using a different solution
3. Only websites, web applications, blogs and wikis containing content related to UCT's activities or providing UCT-related services may be hosted on UCT web servers
4. Official UCT sites currently hosted outside UCT must be moved to a UCT web server within a year of the implementation of this policy
5. All UCT web servers must be registered in the official UCT web server register
6. All UCT websites must be registered in the official UCT website register
7. Server administration and security are the responsibility of the web server owner
8. Access to UCT web servers must be strictly controlled
9. A website or web application containing, providing access to or handling personal information must have a Secure Socket Layer (SSL) certificate
10. Uploading vulnerable or malicious code to UCT web servers is prohibited

11. Staff and postgraduate students may not have private websites or blogs hosted on UCT servers
12. The only non-academic student websites allowed on UCT web servers are registered student society, sports club and residence websites
13. The University reserves the right to remove from UCT web servers any content, pages or sites that are deemed to bring the University into disrepute or to contravene South Africa legislation
14. Web hosting provided by departments other than ICTS, such as Commerce Faculty IT and the Graduate School of Business IT Department, are subject to the Web Hosting Policy and related policies
15. Exceptions to this policy will only be allowed on official approval.

Policy details

1. **All official and affiliated UCT web applications must be hosted at UCT unless there is a valid reason to host them externally.**
 - 1.1. It is recognised that UCT may not have hosting solutions for all specialised web applications.
 - 1.1.1. This may constitute a valid reason for hosting an application outside UCT.
 - 1.1.2. In such an instance the head of the department, office or service that will be the owner of such a web application must acquire written approval from ICTS to host externally.
2. **All official and official affiliated UCT websites must be hosted in the UCT web content management system, unless there is a valid reason for using a different solution.**
 - 2.1. It is recognised that ICTS and other UCT providers might not be able to provide hosting or web content management solutions for all specialised websites or content.
 - 2.2. If no provider at UCT is able to provide a solution the head of the department, office or service that will be the owner of such a website must request approval from ICTS to host externally.
 - 2.3. It is the responsibility of site owners to liaise with ICTS prior to the development of a website to determine whether a UCT hosting solution exists for the proposed website or web application.
 - 2.4. All UCT websites, whether hosted at UCT or not, are subject to the UCT Web Content and Domain Name Policies.
 - 2.4.1. See the UCT Web and Domain Name Policies for more information.
3. **Only websites, web applications, blogs and wikis containing content related to UCT's activities or providing UCT-related services may be hosted on UCT web servers.**
 - 3.1. It is understood that for historical reasons some non-UCT related websites are hosted at UCT.
 - 3.1.1. The owners of such websites will be given a year from the date of implementation of this policy to find a hosting solution elsewhere.
 - 3.1.2. Applications to continue hosting such a site at UCT must be made to ICTS. ICTS may consult with CMD or refer the applicant to the Registrar.

- 3.2. Anyone wishing to have a new website hosted at UCT must request approval from ICTS.
4. **Official UCT sites currently hosted outside UCT should be moved to a UCT web server within a year of the implementation of this policy.**
 - 4.1. It is recognised that a number of official UCT websites are hosted externally because at the time of their creation no reliable internal hosting option existed.
5. **All UCT web servers must be registered in the official UCT web server register.**
 - 5.1. ICTS and CMD must be kept informed of the existence of other web servers at UCT.
 - 5.1.1. No-one may run a web server at UCT without official approval.
6. **All UCT websites must be registered in the official UCT website register.**
 - 6.1. ICTS and CMD must be kept informed of the creation of all new UCT websites, no matter where they are hosted.
7. **Server administration and security are the responsibility of the web server owner.**
 - 7.1. All appropriate measures must be taken by web server owners to ensure the security and integrity of UCT web servers.
 - 7.1.1. It is expected that web server owners will keep abreast of the latest developments in server security and vulnerabilities.
 - 7.2. Websites or web applications deemed vulnerable to hacking or malicious manipulation will be removed from UCT web servers.
 - 7.2.1. The owner of such a website or web application will be required to take measures to remedy the situation before the site or application will be allowed on a UCT web server again.
8. **A website or web application containing, providing access to, or handling personal information must have a Secure Socket Layer (SSL) certificate.**
 - 8.1. UCT websites or web applications containing, providing access to or handling personal information must protect such information with appropriate authentication procedures and security measures.
 - 8.2. Any breach of the security of such a site must be reported to the Registrar.
9. **File access to UCT web servers must be strictly controlled.**
 - 9.1. No unauthorised persons may have file access to UCT web servers.
 - 9.1.1. File access to UCT web servers is restricted to authorised UCT staff, students and registered third parties.
 - 9.2. File access to a UCT web server must be approved by the web server owner.
10. **Uploading vulnerable or malicious code to UCT web servers is prohibited.**
 - 10.1. Website or web application owners are responsible for ensuring the integrity of their websites or web applications.
11. **Staff and postgraduate students may not have private websites or blogs hosted on UCT servers.**
 - 11.1. The content of staff and postgraduate student websites and blogs hosted at UCT must be related to UCT activities, work, teaching, studies or research. Private blogs are not allowed on the UCT blog server.

- 11.2. Undergraduate students may not have or host websites or blogs on UCT servers.
- 12. The only non-academic student websites allowed on UCT web servers are registered student society, sports club and residence websites.**
- 12.1. The Department of Student Affairs (DSA) must first approve applications to host student society, sports club and residence websites.
- 12.1.1. DSA is the owner of these three categories of websites.
- 12.2. Private student websites are not allowed on UCT web servers.
- 12.2.1. Postgraduate students may have websites related to their studies on UCT web servers.
- 12.3. Undergraduate students may not have or host websites on UCT web servers.
- 13. The University reserves the right to remove from UCT web servers any content, pages or sites that are deemed to bring the University into disrepute or to contravene South African legislation.**
- 13.1. Any website or content found to be in contravention of South African legislation will be removed from UCT web servers or rendered inaccessible immediately, without prior consultation with the owner(s).
- 13.2. CMD reserves the right to instruct ICTS to archive and remove websites that have not been updated for a period of nine months and/or appear to have been abandoned.
- 13.2.1. It is recognised that some websites might require infrequent updates.
- 13.2.2. CMD will attempt to contact the owner before any such website is archived and removed from the web.
- 14. Web hosting provided by departments other than ICTS, such as Commerce Faculty IT and the Graduate School of Business IT Department, are subject to the Web Hosting Policy and related policies.**
- 15. Exceptions to this policy will only be allowed on official approval.**
- 15.1. ICTS may refer requests for exceptions to the Registrar after consultation with CMD.
- 15.2. Approval of exceptions may be revoked should the environment or technologies change.

Policy violations

Instances of non-compliance with this policy will be referred to CMD, who may refer it to the Registrar. Non-compliant websites may be removed from UCT web servers. Anyone found to have uploaded prohibited content or web applications to a UCT web server will be subject to appropriate disciplinary procedures. Anyone found to have gained unauthorised access to a web server, website or web application, or granted such access, may be prosecuted.

Roles and responsibilities

Roles

Department/designation	Role
Registrar	<ul style="list-style-type: none"> Final authority for approval of web hosting requests
Communication and Marketing	<ul style="list-style-type: none"> Approval of archival/removal of obsolete, out

Department (CMD)	of date websites
Information, Communication and Technology Services (ICTS)	<ul style="list-style-type: none"> • ICTS web server owner • UCT website and application hosting
Commerce IT	<ul style="list-style-type: none"> • Commerce web server owner • Commerce website and application hosting
Graduate School of Business (GSB) IT Department	<ul style="list-style-type: none"> • GSB web server owner • GSB website and application hosting
Other web server owners	<ul style="list-style-type: none"> • Web server owner • Website and application hosting

Responsibilities

<u>Department/designation</u>	<u>Responsibilities</u>
Registrar	<ul style="list-style-type: none"> • Dispute resolution
Communication and Marketing Department (CMD)	<ul style="list-style-type: none"> • Co-maintenance of UCT website register with ICTS
Information, Communication and Technology Services (ICTS)	<ul style="list-style-type: none"> • Web server administration and security • Firewall administration • UCT website hosting • Back-ups of websites on ICTS web servers • Approval and implementation of requests to host websites on UCT web servers, in line with the relevant policies • Maintenance of UCT web server register • Co-maintenance of UCT website register with CMD
Other web server owners	<ul style="list-style-type: none"> • Web server administration and security • Website hosting • Back-ups of websites

Related links

- UCT Domain Name Policy
- UCT Web Content Management Policy

Approval and version history

Review period: Every five years

<u>Version</u>	<u>Change type</u>	<u>Amendments</u>	<u>Approved by</u>	<u>Signed</u>	<u>Date</u>
<i>e.g. V1.1</i>	<i>e.g. Major/ Minor</i>	<i>e.g. Changed point 1.2.1 to reflect sign off by the Registrar instead of the Chief Information Officer</i>	<i>e.g. Senate and Council</i>	<i>e.g. Policy owner</i>	<i>e.g. 2011/09/10</i>