

U3A Network NSW Inc.

2020 - 2021 Web Hosting Service Upgrade

WEB HOSTING COSTS

21 September 2020

Attention: All Member U3A Associations

The Network Committee met last Wednesday to determine Web Hosting Costs. The greater majority of U3As who have already elected their preferred options has provided the basis for greater certainty in the cost drivers for our U3A Network NSW website hosting service.

The greater take up of the Multisite option over that of the Independent, allowed an overall discount that could be applied to the cost of both sites.

As previously indicated, we have applied the same charge for both Independent and Multisite Users in 2021. These charges will be reviewed annually. It is also likely that a differential rate between both types of site will be applied in 2022 and, in part due to the strong support, for Multisite it will result in a lower cost per site for that option.

1. MULTISITE the managed option.

For U3A Network NSW members who'd rather leave the annoying, technical stuff to others.

Multisite Features:

- Off-site backups kept for 3 months
- Wordfence premium
- Security monitoring
- Plugin, theme, and Wordpress upgrades
- Plugin and theme audits (required for security reasons)
- Cost: \$70 (annual 2021)

Notes:

- Individual website support: as Multisite is a supervised environment, support will be an optional extra and will only need to be accessed to resolve should a more technical issue develop.
- For security reasons, it is occasionally necessary to change a plugin. Often, this has no impact on individual websites. However, if a plugin change necessitates a change on your website (for example, updating a contact form), then you will be informed.

2. INDEPENDENT website with Cpanel access

(Previously referred to as WordPress Standard)

Independent Site Features:

- You will have access to automatic local backups, kept for 10 days.
- You may install custom plugins and themes
- Wordfence premium licence will be included
- Access to Cpanel will be provided and may be used as needed
- Cost \$70 (annual 2021)

Notes:

- No website maintenance or support included.
- Website support is an optional extra, as is Cpanel support
- You will be responsible for your own plugin, theme, and Wordpress updates
- You will be required to keep Wordfence installed, and respond to WordFence security warnings.

Problems that may occur at Server level will be the responsibility of the Network.

As previously indicated, we have applied the same charge for both Independent and Multisite Users in 2021. These charges will be reviewed annually. It is also likely that a differential rate between both sites will be applied in 2022. With the adoption of Multisite by 35+ member U3As, the cost per site for Multisite in future years will likely be less than for Independent sites.

Support by Webhive

The Network is confident that most situations will be resolved by the website users.

Multisite

Multisite is a supervised environment with auto-monitoring of the key parameters of the group of sites. If a problem is identified at group-level it will be resolved. Changes in a plugin may require the site administrator to take some updating actions - some member U3As may be able to address such issues while others may need assistance.

Individual website support is an optional extra. Affordable annual service agreements are available to all U3A groups at a 15% discount from Webhive (See <https://webhive.com.au/neto-support-wordpress-support/>)

Independent

No website maintenance or support included. Website support is an optional extra. Affordable annual service agreements are available to all U3A groups at a 15% discount from Webhive (See <https://webhive.com.au/neto-support-wordpress-support/>)

Geoffrey James
Secretary/ Public Officer
U3A Network NSW Inc.