

# Information Technology Policy

## *Procedures for DNS Record Service Requests*

<b>ITP Number</b> OPD-NET005A	<b>Effective Date</b> March 17, 2020
<b>Category</b> Network	<b>Supersedes</b> None
<b>Contact</b> <a href="mailto:RA-ITCentral@pa.gov">RA-ITCentral@pa.gov</a>	<b>Scheduled Review</b> March 2021

### 1. Purpose

The purpose of this operations procedure document (OPD) is to establish an enterprise-wide procedure for service requests associated with external and internal Domain Name Services (DNS). This OPD supplements ITP-NET005 *Commonwealth External and Internal Domain Name Services (DNS)*.

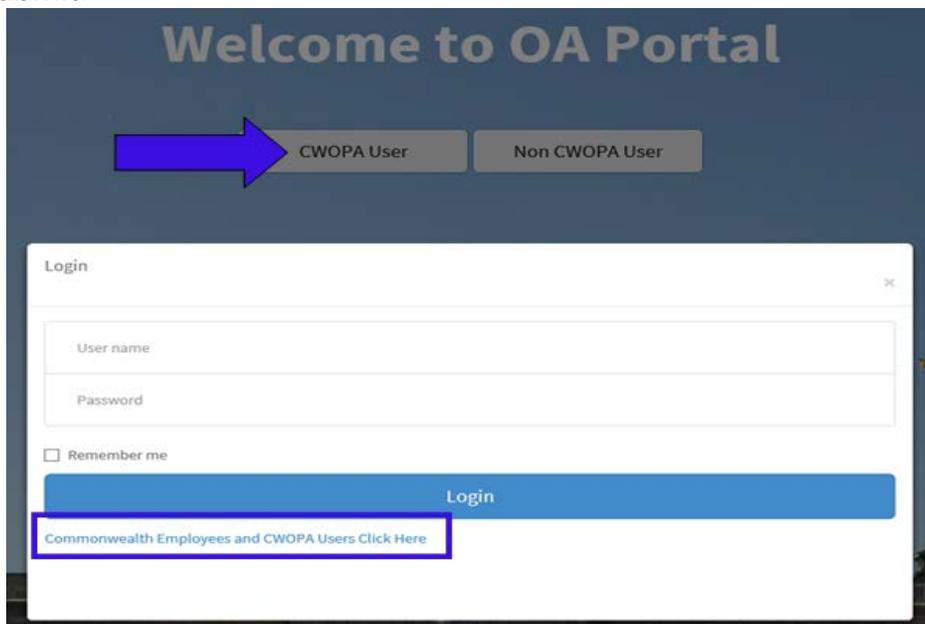
### 2. Procedures

Prior to submitting a request for a new domain, agencies must have an approved OPD-NET005B *Domain Exception Request Form* and the signed form must be uploaded as part of all DNS record service requests.

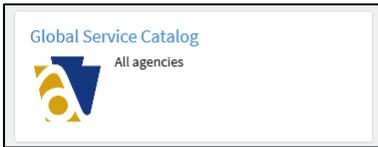
For all DNS requests (i.e. new, modify, delete), use the below link to access the Service Now web portal.

[https://copaprod.service-now.com/oaportal/?id=oa\\_index](https://copaprod.service-now.com/oaportal/?id=oa_index)

1. Click the "CWOPA User" button and then "Commonwealth Employees and CWOPA Users Click Here" and input your CWOPA User ID (first part of email address: **Jadoc@pa.gov**) and click Submit.



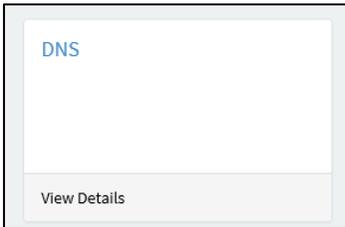
2. Click on Global service Catalog.



3. Expand Network and click on Service.



4. Click on DNS.



5. **DO NOT** click on Incident since there is nothing broken.

Complete and submit a service request. At a minimum, this should include the DNS record (hostname), the IP, type of record (i.e. a record, CNAME, etc.), and the appropriate action (new, modify, delete) as well as whether the request is internal or public-facing (external), or both.

A screenshot of a service request form for DNS. The form has the following fields:

- Caller: A dropdown menu.
- Location: A dropdown menu.
- Alternate Contact: A dropdown menu.
- Request Description: A dropdown menu with 'New' selected.
- Short Description: A text input field with the example text 'Example: Create DNS Record'.
- Detail Description: A text input field with the example text 'Example: Enter DNS record and IP's of the new request.' and a scroll bar.

At the bottom of the form, there are two buttons: 'Submit' and 'Add to Cart'. On the right side, there is a link with a paperclip icon labeled 'Add attachments'.