

# Information Technology Policy

## *Procedures for DNS Record Service Requests*

**Number**  
OPD-NET005A

**Effective Date**  
March 17, 2020

**Category**  
Network

**Supersedes**  
All Prior Versions

**Contact**  
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**Scheduled Review**  
July 2023

### 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. This OPD supplements ITP-NET005 *Commonwealth External and Internal Domain Name Services*.

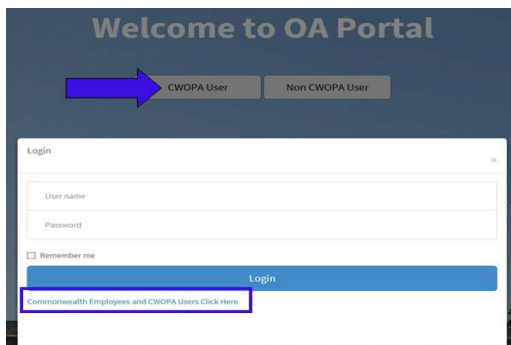
### 2. Procedures

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

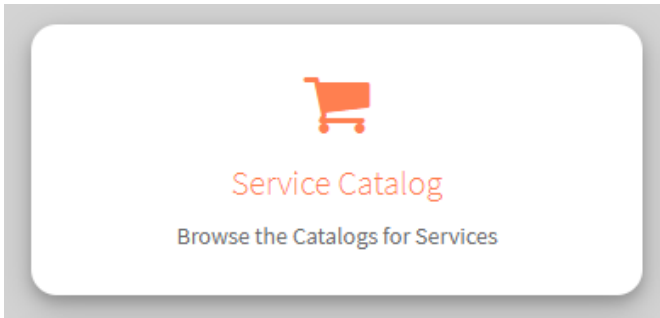
For all DNS requests (i.e. new, modify, delete), use the below link to access the Service Now web portal.

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

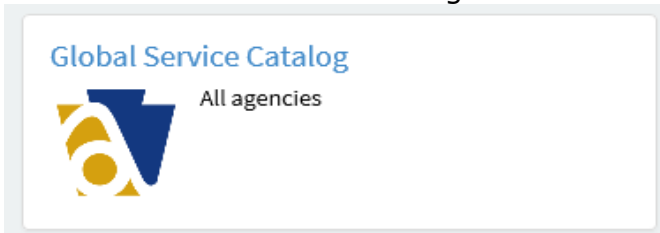
1. Click the "CWOPA User" button and then "Commonwealth Employees and CWOPA Users Click Here" and input your CWOPA User ID (first part of email address: **Jadoe**@pa.gov) and click Submit.



2. Click on Service Catalog.



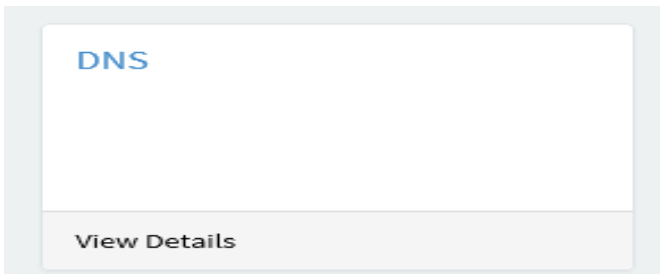
3. Click on Global Service Catalog.



4. Expand Network and click on Service.



5. Click on DNS.



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

6. 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.

Additionally, for public facing domains, a written acknowledgement should be

included in the Detailed Description field confirming that the Pennsylvania Design Standards (ITP-SFT002) will be integrated into any service or resource that will be associated with the new domain.

DNS

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Caller

Location

Alternate Contact

• Request Description

• Short Description

• Detail Description

Add attachments

This chart contains a history of this publication's revisions.

Version	Date	Purpose of Revision
Original	03/17/2022	Base Document
Revision	07/23/2022	ITP Refresh Updated Steps/Screenshots for DNS requests Added to information that should be included in service request