

Information Technology Policy

Procedures for DNS Record Service Requests

ITP Number OPD-NET005A	Effective Date March 17, 2020
Category Network	Supersedes None
Contact RA-ITCentral@pa.gov	Scheduled Review 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)*.

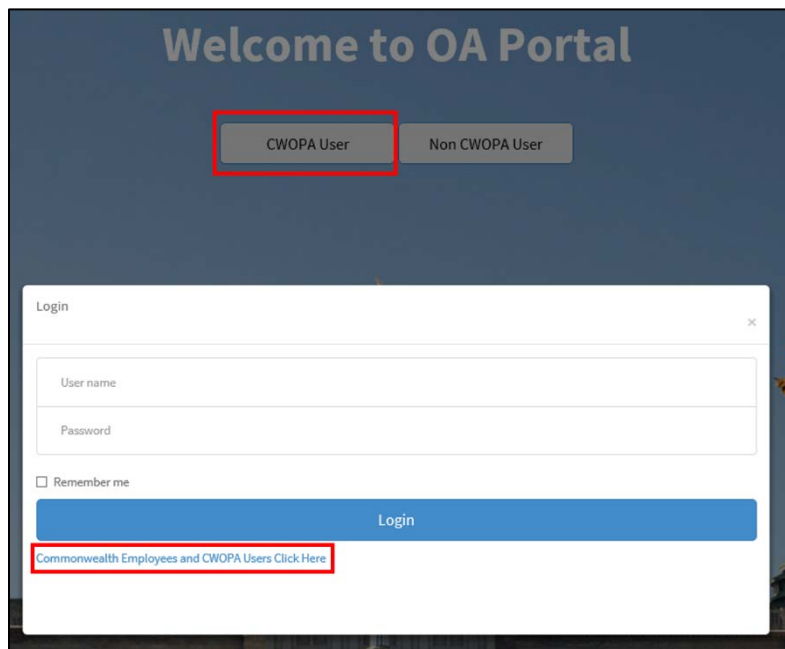
2. Procedures

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.

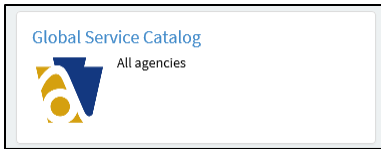
For all DNS requests (i.e. new, modify, delete), use the below link to access the Service Now web portal.

https://copaprod.service-now.com/oaportal/?id=oa_index

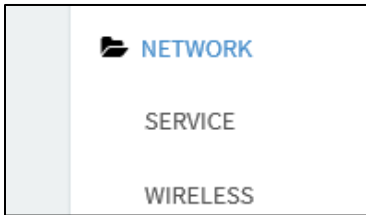
1. Click the "CWOPA User" button and then "Commonwealth Employees and CWOPA Users Click Here" and input your CWOPA User ID (first part of email address: **Jadoc@pa.gov**) and click Submit.



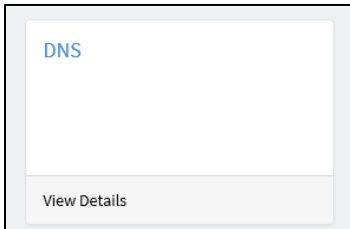
2. Click on Global service Catalog.



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 web form for creating a DNS record. The form is titled 'DNS' and contains several fields: 'Caller' (dropdown), 'Location' (dropdown), 'Alternate Contact' (dropdown), '*Request Description' (dropdown with 'New' selected), '*Short Description' (text input with 'Example: Create DNS Record'), and '*Detail Description' (text area with 'Example: Enter DNS record and IP's of the new request'). At the bottom left are 'Submit' and 'Add to Cart' buttons. At the bottom right is an 'Add attachments' button with a paperclip icon.