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1.0 GENERAL

1.1 SUMMARY

The Department of Technology, Office of Technology Services (OTech) maintains Domain Name System (DNS) information for devices, services and resources maintained by the OTech. The DNS service translates given domain name(s) into the corresponding OTech provided IP address to attain proper routing of device location information. The purpose of these guidelines is to provide guidance to Customers who require reservations in and modifications to the OTech domain name system. Customer maintained DNS is excluded from this Guideline.

Included in this offering are DNS reservations, modifications and cancellations. Staff performs these tasks according to standard procedures and configurations.

1.2 REFERENCES

Items referenced here support the information provided in this document.

IDENTIFIER	DATE	ITEM
website	2013	Domain Name System Submittal
website	2013	Domain Name Request Guideline
Website	2013	Domain Name Request Submittal
website	2013	Secure Certificates Guideline
website	2013	Secure Certificates Submittal
website		OTech Rates Schedule

1.3 SUBMITTALS

1.3.1 General

Should a Customer's DNS request exist for use with a *ca.gov* domain name, the OTech must first approve the domain name. Refer to the [Domain Name Request Guideline](#) and [Submittal](#) for further details. The OTech is available to advise and assist customers in formulating valid domain names via your Account Manager.

Include the Customer's name, contact information and associated project name on forms, documents, and requests submitted to OTech.

The OTech requires the following method be used for work requests:

Item	Request Method
OTech DNS Modifications	OTech Service Desk or Remedy Service Request

Domain Name Requests /Registrations / Decommissions	OTech Customer Service System (CSS) Request
Technical Problems	OTech Service Desk or Remedy Incident
Security Related Issues/Incidents	OTech Service Desk

1.3.2 Service Request Criteria

A completed [Domain Name System Submittal](#) is required prior to the start of work. To aid in the preparation of providing this registration, all information must be correctly included in the OTech Service Request.

Revised submittal(s) must indicate changes, if any.

1.4 EXPECTATIONS

1.4.1 OTech

The OTech is expected to provide agency domain administrators with uniform written naming standards to follow when requesting domain names for improved clarity, consistency, ease of use, and recognition of *ca.gov* as a brand for public facing California State government websites. If applicable, DNS requests that do not conform to these standards will be disapproved. Refer to the [Domain Name Request Guideline](#) for more details.

The OTech follows change management practices. Change requests are recorded in [OTech Remedy Service Request](#) system, as a Change Request (CRQ) when applicable.

1.4.2 Customer

Customers are expected to provide OTech with verification of active domain names annually as well as notify OTech immediately of inactive domain names. Refer to 1.3 – SUBMITTALS for request methods. Failure to comply may result in a disruption of service or possible cancellation.

Customers are expected to determine and submit additional requests as needed for DNS modifications administered by OTech only. Refer to 1.3 – SUBMITTALS for request methods.

Customers are expected to identify and lead the resolution of domain name registration related problems.

1.5 SCHEDULING

The OTech's goal is to provide timely and economical technology service. Customers promote this goal by promptly providing information requested by OTech.

1.5.1 Maintenance & Backup

Full backups of DNS are performed daily.

1.5.2 Change Management Schedule

Requests to modify the OTech DNS follow the established OTech Change Management process. Work performed during scheduled maintenance periods is subject to the OTech Change Management Schedule. Changes require 2-week prior notification; at minimum 3 business days. Shorter periods may not always be accommodated; additional charges may be incurred for expedited requests. Additional charges may be incurred for OTech resolution of Customer applied modifications made to systems where the OTech Change Management Process was not utilized prior to the modification.

1.6 QUALITY ASSURANCE

Identify whether the request pertains to a new or modification to an existing, OTech approved domain name within the [Domain Name System Submittal](#).

1.7 DEFINITIONS

Term, phrase, abbreviation	Definition
DNS	Domain Name System translates domain names to the numerical IP address needed for the purpose of locating computer services and devices
Domain Names and URLs	Domain names and URLs (Uniform Resource Locator) are synonymous

2.0 PRODUCTS

Not used

2.2 UNIT PRICING

Modifications to the OTech DNS may result in a fee. Refer to the [OTech Rate Schedule](#) for current pricing.

2.3 PLATFORM

Not Used

3.0 EXECUTION

3.1 SECURITY

Customer's vendors or sub-contractors are not permitted to request OTech DNS modifications.

Domain names (URLs) may need the added security of a secure website certificate. Should you require a secure certificate for any domain name(s) please refer to the [Secure Certificates Guideline](#) and [Secure Certificates Submittal](#).

3.2 QUALITY CONTROL

Domain Name System Submittal(s) must be reviewed and approved by OTech.

As the administrator of the *ca.gov* domain, the OTech reserves the right to:

1. Cancel a domain name registration, obtained by entities listed herein, that does not conform to the standards;
2. Require the above named entities to re-certify domain names upon request; and,
3. Modify DNS reservations as appropriate as a result of the above.

3.2.1 OTech Responsibilities

1. Review and approve submittals. Refer to 1.3 – SUBMITTALS
2. Reserve approved domain names in the OTech DNS in accordance with information provided in 1.3 – SUBMITTALS, if needed
3. Notify Customer of Submittal flaws, if any

3.2.2 Customer Responsibilities

1. Determine appropriate domain name designation and provide appropriate Submittals. Refer to 1.3 – SUBMITTALS
2. Notify the OTech upon cancellation of DNS entries. Refer to 1.3 - SUBMITTALS

3.3 SUPPORT AVAILABILITY

Core business hours for support are Monday through Friday 0800-1700. State holidays and mandated schedule alterations are observed and may impact staff availability.

3.4 INSTALLATION

DNS reservations are in accordance with OTech installation procedures.

3.4.1 OTech Responsibilities

1. Verify the domain name with the appropriate OTech authorities, if applicable
2. Reserve DNS information and/or perform DNS modifications upon request
3. Cancel inactive DNS entries upon request

3.4.2 Customer Responsibilities include but are not limited to

1. Provide timely notification to OTech of needs to modify OTech DNS configurations. Refer to 1.3 - SUBMITTALS
2. Respond to notifications provided by OTech staff with mitigating action
3. Notify OTech of name inactive DNS entries. Refer to 1.3 - SUBMITTALS