



State of Alaska

Technology Management Council

SOA Domain Name Request Policy

TMC Recommends Approval: May 25, 2011

Purpose

This policy provides requirements for acquiring new or renewing existing internet domain names for the executive branch of the State of Alaska (state) and establishes the approval process for .alaska.gov domain name requests. The primary intentions are to avoid name conflicts and to ensure a logical and consistent naming structure for state web services.

Policy

All domain names facilitating public access to state web services must end with .alaska.gov or .state.ak.us. This applies to all sites providing official state information by departments, their divisions, sections, programs and all sub-pages including contracted and subcontracted sites that represent official business; commissions, authorities, institutes, corporations, boards and councils created by the state which have websites that are hosted on state servers, and/or are supported by state funds.

The Internet Services Functional Working Group (IS FWG), with representation from each executive branch agency, is responsible for approving all requests for new alaska.gov names except departmental names as explained below. Agencies outside of the executive branch may request .alaska.gov domain names by contacting the IS FWG.

Any alaska.gov and state.ak.us names intended exclusively for internal use must also be evaluated for potential external-use name conflicts.

Purchase of new domain names (anything other than alaska.gov and state.ak.us), and contract domain name services to support them, must be reviewed by the IS FWG and if approved, will require a waiver from the IS FWG. Renewals will need to be re-evaluated and approved by the IS FWG. If a waiver is denied, the requester will receive a written memorandum explaining the IS FWG's decision.

Departmental Domain Names

A departmental alaska.gov domain name exists for each department (*e.g.*, dnr.alaska.gov).

The department IS FWG representative and Departmental IT Manager (DITM) will work together to process requests for subdomains within the departmental domain (*e.g.*, energyinfo.dnr.alaska.gov). The IS FWG representative shall ensure that domain names comply with the naming conventions below and are not already reserved before forwarding requests to their DITM.

After approving a request, the DITM shall submit an Enterprise Technology Services (ETS) Help Desk ticket requesting registration of the new domain name. ETS may veto any domain name that may infringe on the functioning of any web services.

Naming Conventions

The IS FWG will review and approve alaska.gov domain name requests according to certain naming conventions.

- Technical requirements include:
- No blank spaces may be used in the domain name.
- A domain name may contain only letters, numbers and dashes (-).
- A name-section may not start or end with a dash.
- 63 character maximum length for the label before .alaska.gov

In addition, the IS FWG requires:

- Names to be as short as reasonably possible.
- Names to be easily understood by the citizens of Alaska.
- Names to avoid the use of acronyms as much as practical.

Names to be based on the most generally accepted meaning of the specific words that make up the requested name. For example, a request for “roads.alaska.gov” by the Rural Outdoor Assistive Dog Service would be refused because the name “roads” is generally perceived to be related to vehicular transportation.

Avoidance of names that are too generic or open to misinterpretation (such as “permits.alaska.gov” or “applications.alaska.gov”).

Submitting Requests

The DITM or the IS FWG representative will use the Domain Name (DNS) Request Form [web form](#) to submit requests.

Prior to submitting the web form the DITM or IS FWG will ensure that any departmental policies regarding DNS will be followed.

Handling Requests

Requests not requiring IS FWG approval can usually be implemented within a couple of working days. For requests requiring IS FWG approval, Enterprise Technology Services (ETS) staff will request approval of IS FWG representatives via email upon receipt of request. IS FWG representatives have five working days to challenge requests. No response to the email request will constitute approval. If a representative chooses to challenge a request they will state their reason in the response. The IS FWG representatives will be asked by email for a vote if there is any challenge to the request. IS FWG representatives will have three working days to submit their vote. A simple majority of representatives responding may resolve a challenged request by approval, denial, reserving the name for use by the challenging agency, or by assigning the name to a new multi-topic index page for disambiguation purposes. Any state agency may then request links to their sites from that index page. Waiver requests must be approved by a majority of all IS FWG representatives rather than representatives responding.

Expedited Requests

Expedited requests will be considered in circumstances where financial impact or loss-of-service would occur. Agency heads, in most cases the department's commissioner or deputy commissioner, must submit in writing the business need for an expedited request. Expedited requests require an affirmative vote by a quorum and may take up to two working days for processing by the IS FWG. In situations requiring greater expediency, a domain name request may be granted on a conditional basis. Conditional approvals will be reviewed by the IS FWG within five working days and may be revoked.

Appeals

In the event that an agency submits a domain name request and that request is denied, the agency may appeal to the Technology Management Council (TMC) for review and approval of the requested domain name, thereby reversing the original denial. An appeal to the TMC must be sent to the council via ETS, by entering an ETS Help Desk ticket. In the event that the TMC does not approve the domain name request on first appeal, a final appeal may be made to the Enterprise Investment Board (EIB). All appeals to the EIB must be sent to the EIB via ETS, by entering an ETS Help Desk ticket. The ruling of the EIB shall be final.