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1.0   GENERAL

1.1   SUMMARY

The State of California has established *ca.gov* as the single internet domain name through which its information and services are presented online. The *ca.gov* brand assures users they are on an official State of California website as this domain may only be acquired by state agency, city, and county entities. The General Services Administration (GSA) has granted authority to the State of California to administer *ca.gov* domain name. The California Department of Technology, Office of Technology Services (OTech) has been indirectly delegated the authority by the GSA to administer and manage the *ca.gov* second-level domain. The established domain naming conventions indicated within this guideline are consistent with federal domain naming guidelines administered by the GSA.

The purpose of these guidelines is to provide for consistent domain name registration of California State government websites within the *.gov* domain for Customers eligible for the usage of sub-domains of the *ca.gov* name.

This guideline is applicable to entities responsible for the creation and maintenance of public-facing web pages for State of California governmental entities residing within the boundaries of California. This includes:

- State agencies, boards, bureaus, commissions, councils, departments, offices
- Local government (cities, counties)
- Native Sovereign Nations

Included in this offering are domain name registrations and cancellations. Staff performs these tasks according to standard procedures and configurations.

1.2   REFERENCES

Items referenced here are found elsewhere in this document.

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

1.3   SUBMITTALS

1.3.1   General

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
Domain Name Requests/ Registrations / Decommissions	Remedy Service Request
OTech Domain Name System modifications (DNS)	OTech Service Desk or Remedy Work Order
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 Request Submittal is required prior to the start of work. To aid in the preparation of providing this registration, all information must be correctly input into the submittal and included in the OTech Service Request.

If the request involves Special Groups a copy of the group's formal Charter including authority/statute, roles and responsibilities, and contact information must be 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.

1.4.2   Customer

Customers are expected to adhere to the naming standards put forth by the OTech.

Customers are expected to reregister active domain names annually as well as cancel inactive domain names. Refer to 1.3 – SUBMITTALS for request methods.

Customers are expected to determine and submit additional requests as needed for DNS modifications administered by OTech only. Refer to the Domain Name System Guideline and Submittal for further details regarding DNS. Refer to 1.3 – SUBMITTALS for request methods.

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

Not Used

1.5.2   Change Management Schedule

Requests to modify the OTech DNS may be required to 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. Shorter periods may not always be accommodated; additional charges may be incurred for expedited change 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

1.6   QUALITY ASSURANCE

Identify whether the request includes a new / modification to the OTech DNS within the submittal. Requested names will be reviewed to determine whether it:

- Is suitable for its intended purpose
- Is unique
- Presents a potential conflict with other agency programs or services
- Is recognizable by the public

Ensure that the request adheres to all naming convention rules.

- Common Words and acronyms that spell out common words may be rejected
- Previous approvals and existing sites are not grounds for approving current and future requests

1.6.1 State Agencies

State agencies, independent boards not part of a department or agency, and independent commissions not part of a department or agency may use a *ca.gov* domain. State entities within the ca.gov domain must be the agency name or official agency acronym.

ca.gov Sub-Domains	PERMITTED:	NOT PERMITTED:
State agencies may utilize a sub-domain within the *ca.gov* domain on public-facing websites. A sub-domain should be the name of the agency or official acronym, followed by *.ca.gov*.	departmentoftransportation.ca.gov dot.ca.gov departmentofmotorvehicles.ca.gov dmv.ca.gov	motor.ca.gov coolcars.ca.gov
Third-Level Domain Name	**PERMITTED:**	**NOT PERMITTED:**
State agencies may not register programs, initiatives, exercises, test sites, individual units or divisions within their agency as a third or lower level domain name.	sos.ca.gov/safeathome or safeathome.sos.ca.gov ftb.ca.gov/readyreturn or readyreturn.ftb.ca.gov dr.ftb.ca.gov test.ftb.ca.gov	safeathome.ca.gov readyreturn.ca.gov ftbdisasterrecovery.ca.gov ftbdr.ca.gov
Internal Websites	**PERMITTED:**	**NOT PERMITTED:**
These are non-public facing websites designed for internal use only.	Utilize the *california.gov* domain or some other internal domain.	Register internal websites in the *ca.gov* domain.
Domain Parking	This is discouraged, however is **PERMITTED IF:** The alias name(s) is already registered and widely accepted. Example: caltrans.ca.gov AND dot.ca.gov.	
Alias names should always resolve to the official State agency website.		

1.6.2   Cities

City governments are recommended to use the *ca.gov* domain.		
ca.gov Sub-Domains City governments should utilize a sub-domain within the *ca.gov* domain on public-facing websites. A sub-domain should be "cityof" followed by the name of the city.	**PERMITTED:** cityofsacramento.ca.gov cityofbeverlyhills.ca.gov	**NOT PERMITTED:** sac.ca.gov sacramento.ca.gov
City Program Domain Names Cities may not register local programs or initiatives as separate domains. City programs, initiatives, fire departments, etc. shall choose a website name in the domain they already own.	**PERMITTED:** cityofsacramento.ca.gov/fire fire.cityofsacramento.ca.gov	**NOT PERMITTED:** fire.ca.gov libraries.sacramento.ca.gov

1.6.3   Counties

County governments are recommended to use the *ca.gov* domain.		
ca.gov Sub-Domains May request a sub-domain within the *ca.gov* domain on public-facing websites. A sub-domain should be "countyof" followed by the name of the county.	**PERMITTED:** countyofyolo.ca.gov countyofsanmateo.ca.gov	**NOT PERMITTED:** yolo.ca.gov sanmateo.ca.gov
County Program Domain Names Counties may not register local programs or initiatives as separate domains. City programs, initiatives, fire departments, etc. shall choose a website name in the domain they already own.	**PERMITTED:** countyofyolo.ca.gov/fire fire.countyofyolo.ca.gov countyofsanmateo.ca.gov/library	**NOT PERMITTED:** fireyolo.ca.gov library.sanmateo.ca.gov

1.6.4 Special Groups

Including, but not limited to, Joint Powers Authorities, Appointed Task Forces, Fusion Centers, and Special Districts.

- If information is funneled through one member agency, the site should be built on that agency's existing domain
- Submission of a copy of the group's formal Charter. Refer to 1.3 – SUBMITTALS for details.
- The name must not be misleading to the public
- If the Group's name includes an authority or region name, the site should be built on that authority or region's existing domain
    - Orange County Intelligence Assessment Center should use Orange County's existing domain
    - Governor's Office Special Task Force should use the Governor's Office's existing domain
- If the rules above are followed, permissible domain names include:
    - The Group's formal full name per the charter
    - The acronym of the Group's formal full name if it does not spell out common words

1.6.5   Exceptions

Attach <u>one</u> of the following to the Remedy Work Order when the requested domain name(s) are non-compliant with the provisions herein and OTech suggested domain names(s) are not acceptable:

- Written certification, signed by the highest-ranking representative of the requester's organization, stating that the exact domain name requested is necessary to be approved.

    OR

- An Email from the highest-ranking representative of the requester's organization, stating that the exact domain name requested is necessary to be approved.

1.7   DEFINITIONS

Term, phrase, abbreviation	Definition
Domain Names	A domain name is a unique name that identifies an internet resource such as a website. It is an identification string that defines a realm of administrative autonomy, authority or control on the Internet. Domain names are formed by the rules of the Domain Name System (DNS). Any name registered in the DNS is a domain name.
State Agencies	Agencies, such as the California Health and Human Services Agency (CHHS) and Government Operations Agency (GovOps). Departments, such as the Department of Motor Vehicles (DMV) and the Department of General Services (DGS).
Domain Parking	secure additional alias names to "park" or protect a name from misuse, misspellings, etc.
DNS	Domain Name System translates domain names to the numerical IP address needed for the purpose of locating computer services and devices

2.0   PRODUCTS

Not used

2.2   UNIT PRICING

The OTech provides domain name services within the *ca.gov* domain at no charge to State of California governmental entities residing within the boundaries of the State of California.

Modifications to the OTech DNS will result in a one-time fee. Refer to the OTech Rate Schedule for current pricing.

2.3   PLATFORM

Not Used

3.0   EXECUTION

3.1   SECURITY

Domain names 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

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; and,
2. Require the above named entities to re-certify domain names upon request.

3.2.1   OTech Responsibilities
1. Review and approve submittals. Refer to 1.3 – SUBMITTALS
2. Registration of approved domain names
3. Notify Customer of submittal flaws, if any
4. Assist Customer with name specifications in accordance with information provided in 1.3 – SUBMITTALS, if needed
5. Resolve domain names in the OTech DNS in accordance with information provided in 1.3 – SUBMITTALS, if needed

3.2.2   Customer Responsibilities
1. Determine appropriate domain name designation and provide appropriate Submittals. Refer to 1.3 – SUBMITTALS
2. Comply with current requirements set forth by the GSA and the recommendations provided herein.
3. Notify the OTech upon deactivation of domain names. 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

Registration of domain names and DNS entries is in accordance with OTech installation procedures and predefined standards set forth by the GSA.

3.4.1 OTech Responsibilities
1. Review and recommend options, if needed, in accordance with the 1.3 – SUBMITTALS

2. Inform the requestor of registration status
3. Register approved domain names with the appropriate governmental bodies
4. Cancel active domain names 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 decommissions. Refer to 1.3 - SUBMITTALS