Instructions for ITO Domain Name Service Request Form

Box 1

1. _____

Today's Date: __/__/___ **Desired Service Date:** __/__/___ **Agency Default AU:** _____ **Agency Control #:** _____

_____

1   First, fill out the present day's date
2   Fill out the "Desired Service Date" field. This is the date that the DNS entry is to take effect. If it is desired that the DNS entry take effect immediately make this field the same as the current date
3   Include your agency Accounting Unit (AU)
4   The Agency Control # is a tracking number you assign for your reference.

Box 2

```
2.
Agency:              _____        Phone: _____
Coordinator's Name:_____          Fax #:_____
Coordinator's Address:_____        e-mail:_____
         City  _____     Zip: _____ Date:  /  /
```

This is the fairly self explanatory contact/agency information. Please remember to fill out the date each time asked

Box 3

```
3.
I recognize and agree that my agency is responsible, financially and otherwise, for this order. The
order is our responsibility whether the service is for our agency or for the use of other agency Or for
the use for other party for whom we are authorized to provide service or place the order for. Futher,
my agency remains responsible until such time as the service is properly terminated.

Authorized Signature:_____        Date:  /  /
Print Name:_____                   Date:  /  /
```

These fields are to denote that the information provided in this form is the signer agency's responsibility.

Box 4

_____

4. **Domain Name Requested**:_____ Do you need an **MX** record for the Domain:Yes

☐ No
MX Priority (Defaults to 10) ___
If Yes to **MX** record please complete section 5 below.

☐

If your needs are more complex than can be described in this box than please state your needs (in as detailed manner as possible) in a separate sheet and attach to this form.

MX record stand for "Mail Exchange" record and is used for email redirection. If you do not understand these questions than please ask your system adminis trator for assistance.

Box 5

5.

Fully Qualified Domain Name (**FQDN**) of **MX** server. The **MX** server must have a **FQDN** Name and **FQDN IP** Reverse **DNS** entries.

FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___

MX record stand for "Mail Exchange" record and is used for email redirection. If you do not understand these questions than please ask your system administrator for assistance.

In the upper right quadrant of page 1 is a non-shaded double lined box. The file # refers to the circuit name under which CMS will file this order. If you are requesting service to be performed on an existing circuit, please fill in the circuit number in the space provided.

Box 6 For CMS use only Box 7

7.
Advanced **DNS** information. This information is to be used only if you are using Round Robin Clustering. Please use a second form if additional space is needed. If you do not know the amswers to these questions please contact your system Administrator.

Please list the **FQDN** Name and **FQDN IP** of the domains to support **RR** Clustering.

FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___
FQDN Name:　**FQDN IP:**___.___.___.___

FQDN   Name:_____　**FQDN**
IP:___.___.___.___　**FQDN**
Name:_____　**FQDN**
IP:___.___.___.___　**FQDN**
Name:_____　**FQDN**
IP:___.___.___.___　**FQDN**
Name:_____　**FQDN**
IP:___.___.___.___　**FQDN**
Name:_____　**FQDN**

IP:___.___.___.___

A "FQDN" stands for **Fully Qualified Domain Name**. This is the ENTIRE DNS name that you would like to use in your round-robin configuration. For instance, while your server may be named "superapp", most users would not be able to simply type http://superapp and be able to get to a webserver. However, "superapp.il.gov" would be a FQDN and would be accessible to an internet user. In this configuration you can have the same FQDN point to multiple Ips (round-robin) for a load balancing or high availability scenario. If your group or agency will be hosting the site or service on your OWN servers than make sure to fill out the "FQDN IP" fields with the IP address(es) of the server(s) hosting the site. If the ITO will be hosting your site, then you can leave these fields blank as the ITO will be determining the IP addresses of the services. If you are using clustering, you will use the FQDN Names in this section to configure your clustering software.

Box 8

8.
Please list the **RR** Name and **RR IP** for **RR** clustering. The **IP** portion of these entries should match th**e**

FQDN IP portion.

RR Name:www.illinois.gov   **RR IP:163.191.151.123**
RR Name:www.illinois.gov   **RR IP:163.191.151.124**
RR Name:www.illinois.gov   **RR IP:163.191.151.74**
RR Name:www.illinois.gov   **RR IP:163.191.151.124**

9.

   "Provide a detailed site description and intended purpose. If the site is currently live please include a list of URLs the site can be accessed through."

Round Robin DNS is when you point the same DNS name to multiple servers in order to spread out requests for services amongst multiple servers. If you are going to be using this than this box needs to be filled out. In this situation, a user on the client side will have their request sent to one server, while the very next user will be sent to the second IP address. Note that in this setup the "RR Name" remains static while the IP addresses change.

If you will be using a fail-over type of clustering where only ONE IP address gets used, then in the event of a failover that SAME IP is transferred to a different server, than you do not need to fill out this section.

General Instructions

In an effort to streamline the DNS process, we have posted the new DNS on the Telecom web page. The form is a WORD2000 template. It is a form. You are able to TAB from field to field.
We suggest that you download it, and save it to your hard drive. As you use this form, you will be able to save a copy of order. The authorized telecommunications coordinator can transmit the DNS electronically to us as an email attachment. Their email address will serve as their
electronic signature.

The email address to submit the DNS, is CMS.DNSRequest@illinois.gov. Please put your agency control [tracking] number in the subject line of your e-mail transmittal of the DNS.

Snail mail mailing address is:

CMS BCCS
Attn: WebServices
120 West Jefferson St., 2nd Floor
Springfield, IL 62702

FAX number is: 217-557-1632

Questions: (217) 558-6404
                (217) 558-6400