

Internet Domain Name Taxonomy Frequently Asked Questions

Technology Letter 17-05 announced State Administrative Manual (SAM) Section 5195 and State Information Management Manual ([SIMM](#)) Section 40A Internet Domain Name Taxonomy. This policy informs agencies/state entities of the California Department of Technology's (CDT) jurisdiction to administer "ca.gov" domain names. Here are answers to some commonly asked questions.

1. Q: Is there anything I need to do if I already have a "ca.gov" domain registered with the Department of Technology?

A: Yes please log in to the domainnamerequest.cdt.ca.gov website and verify that correct contacts are listed for your domain. If not, please add/edit/delete contacts accordingly. If you are an official contact but do not yet have access to edit your domains on this system, select "Claim an existing domain." Once your claim is confirmed, you will have access to edit contacts.

2. Q: Is there a deadline to verify all the current domains?

A: Yes, the deadline to verify all the domains is June 30, 2017.

3. Q: How often does the Agency/state entity need to provide a status of the domain and contacts?

A: Annually. There is a recertification process that must be completed to ensure all requirements are met in order to continue using the "ca.gov" domain. An email reminder will be sent to all of the contacts on file in the Domain Name Request system. The form must be completed according to the instructions provided to remain valid for the following year.

4. Q: What if my existing domain is not compliant with the Internet Domain Name Taxonomy nomenclature standards?

A: Existing domains will be grandfathered-in. As with all existing domains, re-certification is required each year to validate the existing domain is in use, the website (if applicable) and contacts are current, and certify compliance with federal policies and guidelines. Here are rules for some unique situations that you may encounter:

- If you have a non-compliant domain, and want to request a compliant domain:
 - You will be granted the new, compliant domain, but you are encouraged to phase out the existing non-compliant domain within one year from the date that your new domain is approved.
- If you already have both a non-compliant domain and a compliant domain :
 - You may keep both, but you are encouraged to phase out the non-compliant domain within one year.
- If you already have one or more non-compliant domains:

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o You may keep them, but you are encouraged to phase out non-compliant domains within one year, and instead use subdirectories (i.e. `dmv.ca.gov/xxxx`) or subdomains (i.e. `xxxx.dmv.ca.gov`) going forward, as defined in SIMM 40A.

5. Q: What are the functions of the new Domain Name Request system?

A: The system includes the following functions:

- Provides self-service access to instantly check if a domain is available.
- Enables you to easily check and update the official contacts for your domain.
- View and update who is authorized to make changes to your domain.
- Provides prompts to help guide you to the proper nomenclature and to fill in required fields.
- Sends annual reminders to your contacts to re-certify your domain

6. Q: Why doesn't the Domain Name Request system not recognize my 4th level domain (xxxx.dmv.ca.gov)?

A: The Domain Name Request system tracks only 3rd level domains (`xxxx.ca.gov`), which require approval and must follow nomenclature standards found in SIMM 40A. Once your 3rd level is approved, or grandfathered-in, you can add 4th level domains at will, without further naming approvals. Since approvals are not needed for your 4th level domain, any requests for technical work should be directed to CDT's Remedy System.

7. Q: Apart from what I can request using the Domain Name Request system, how can I request CDT technical services, e.g., associating my domain to an IP address, alias redirects, email account setups, etc., or report an incident related to my Domain Name(s)?

A: If you have a CDT Remedy login ID, you can submit a Remedy "DNS Services" request or a "Report an Incident" request, as applicable. If you do not have a Remedy login ID, please contact the CDT Service Desk for assistance

8. Q: What if my "ca.gov" domain is not currently hosted by CDT?

A: Although all agencies/state entities are encouraged to have domains hosted by CDT, it is acceptable to have domains hosted elsewhere as long as they are in compliance with state and federal policies and guidelines.

9. Q: Is there a cost for CDT to host Agencies/state entities domain records?

A: No. The California Domain Name Service is offered at no cost to all Agencies/state Entities who have an approved DNS record according to SIMM 40A.

10. Q: A document from CIO or CIO Equivalent is required to be submitted with the domain name request. What information is required in this document?

A: The document should include the domain name and state the approval of the request by the agency's/state entity's CIO or CIO Equivalent. The printed name and signature of the CIO or CIO's Equivalent's is also required. The domain name system allows users to choose the document file and upload.