

Information Technology Resource Management Council (ITRMC)

Enterprise Guidelines – G400 ARCHITECTURE AND DESIGN

Category: G410 – IDAHO.GOV, ID.GOV DOMAINS

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I. DEFINITION

This guideline is to provide criteria to Agencies, the State Domain Name Server/Service (DNS) management staff, and the ITRMC Access Idaho Steering Committee in the administration of *ITRMC [Policy P5020 – .Gov Domain](#)*.

II. RATIONALE

The State of Idaho now has an opportunity to generate one (1) true enterprise-level domain for all State of Idaho government entities to use.

State of Idaho government is an enterprise-level organization and, as such, should not use non-standard domain names for its Internet web presences and e-mail domains.

The current unchecked proliferation of State of Idaho government entities that are using “.com,” “.org,” “.net,” and other non-standard domain names accomplishes confusion within the general web population as to which sites are “official” State of Idaho government web sites and which sites are not “officially” associated with the State of Idaho government.

Understandably, the purchase of non-standard “.com,” “.org,” “.net,” and other types of domain names, in an effort to prevent abuse of similar domain names (such as is the case with “whitehouse.gov” and “whitehouse.com”), is still acceptable; however, the marketing of these names creates confusion for citizens.

III. PROCEDURES AND RULES

The State of Idaho, Office of the Chief Information Officer (CIO), currently owns two (2) enterprise-level domains, “idaho.gov” and “id.gov.” These domains are managed by the Office of the CIO DNS management staff. The “idaho.gov” second-level

domain will be used for State of Idaho government entities' domain structures for all Internet websites and e-mail domains. The "id.gov" second-level domain will be offered to other government and tax-supported organizations, such as cities, counties, fire districts, boards, commissions, and school districts that reside within the borders of the State of Idaho.

1. Idaho.gov Domain – "Idaho.gov" domain rules for all State of Idaho government entities (i.e., agencies, boards, bureaus, commissions, councils, departments, divisions and/or offices).

All State of Idaho government entities shall utilize the enterprise domain name of "idaho.gov" for resolution of their Internet web sites and e-mail domains.

Request for domain names are to be submitted to the state DNS management staff for review, approval, and activation. Naming disputes will be handled in accordance with the "idaho.gov" domain dispute resolution procedure in section IV, subsection 8 of this guideline. The role of the State DNS management staff is to review and give final approval for the following domain names:

- A. " 'AgencyName'.idaho.gov";
- B. " 'RequestedName'.idaho.gov";
- C. " 'RequestedName'.gov"; and
- D. " 'LocalGovernmentAgencyName'.id.gov."

The State DNS management staff shall refer agency exemption requests from *ITRMC [Policy P1010 – Information Technology Policies, Standards, and Guidelines Framework](#)* and, subsequently to Guideline *[G120 – Exemption Process](#)* (such as using ".com," ".org," etc.), to the Information Technology Resource Management Council.

The active use of the domain "state.id.us" or other domain names is being phased out. Old "state.id.us" or other domain names will automatically be resolved to the organization's "idaho.gov" domain name. This redirection of current domain names will continue until the agency requests that it be discontinued.

State of Idaho government entities may continue to purchase non-"idaho.gov" domain names in an effort to prevent abuse of domain names by entities outside the State structure. However, newly purchased non-"idaho.gov" domain names shall not be advertised nor used for Internet web site and/or e-mail publication. In addition, non-"idaho.gov" domain names that are currently owned and being advertised must resolve to an "idaho.gov" domain name, and the active use and

publication of these non-“idaho.gov” domains must be discontinued within three (3) years of *ITRMC [Policy P5020 – .Gov Domain](#)* implementation.

Office of the CIO DNS management staff shall operate and maintain all necessary “idaho.gov” domain records, including but not limited to, DNS and WHOIS database entries. (WHOIS, in this context, is an Internet directory service for looking up ownership and contact information relating to a domain name.)

Office of the CIO DNS management staff shall make every effort to ascertain that any person submitting a request for a new “idaho.gov” domain record, or a modification to an existing “idaho.gov” domain record, is authorized to make such a request. In the event of a questionable request, Office of the CIO DNS management staff may require a written request from the requesting entity’s top administrative officer.

2. [Id.gov Domain](#) – Rules for naming conventions and third-level domain registration within the “id.gov” domain structure.

The specific naming conventions, policies, and procedures for securing, using, and managing third-level domains within the “id.gov” domain structure are detailed below.

A. [Naming Conventions](#)

- (1) No blank spaces or underscores may be used in any domain name;
- (2) Dashes may be used in a domain name, except at the beginning or end of a domain name;
- (3) Cities may register for a domain in the form of “ ‘cityname’.id.gov” (e.g., “boise.id.gov”);
- (4) Counties may register for a domain in the form of “ ‘countyname-co’.id.gov” (e.g., “ada-co.id.gov”); and
- (5) School districts may register for a domain in the form of “ ‘schooldistrictname-sd’.id.gov” (e.g., “boise-sd.id.gov”).

B. Requirements:

Cities, counties, school districts, and other local government and tax-supported entities within the boundaries of the State of Idaho may apply for a third-level domain within the “id.gov” domain. All third-level domains within the “id.gov” domain structure are intended for the official use of these entities only. Commercial use of any third-level domain within the “id.gov” domain structure will not be allowed. Commercial or non-official use of third-level

domain within the “id.gov” domain structure may result in revocation of all rights associated with an issued third-level domain.

Any entity desiring a third-level domain within the “id.gov” domain structure must provide for their own DNS management and must supply, *at time of registration request*, the name and IP (Internet protocol) address of two (2) different DNS servers that will be used to propagate the requested third-level domain to the Internet at large.

Once approved and established, the entity may have unrestricted use of their assigned third-level domain within the id.gov domain structure for any valid use by the entity. The entity may not use its control of a third-level domain within the id.gov domain structure for commercial or non-government purposes.

Examples: (in the examples below, “*businessname*” indicates the name of a commercial business)

- (1) The “boise.id.gov” domain manager could establish and manage a “library.boise.id.gov” domain but not a “businessname.boise.id.gov” domain;
- (2) The “ada-co.id.gov” domain manager could establish and manage a “sheriff.ada-co.id.gov” domain, or a “boise.ada-co.id.gov” domain but not a “businessname.ada-co.id.gov” domain; and
- (3) The Boise Independent School District Number 1 could establish and manage a “boisehighschool.boise-sd.id.gov” domain but not a “businessname.boise-sd.id.gov” domain.

IV. REGISTRATION PROCEDURES

Requests for registration for any third-level domain within the “idaho.gov” and “id.gov” shall be made via the Office of the CIO DNS management staff’s web-based application form, located at <http://cio.idaho.gov/dnsreg/>.

Requests for registration for any third-level domain within the “id.gov” domain structure may be made by any city, county, school district employee, and/or other qualifying entity, as well as any Internet service provider (ISP) and/or IT consultant working with any such entity.

All registration requests will be validated by e-mail, phone, and/or regular postal service contact with the duly elected city clerk, county clerk, school district superintendent, and the head of other qualifying entities before being approved.

All registration requests for a third-level domain within the “id.gov” domain structure must include the following information:

1. Domain name being requested;
2. Purpose for domain name request;
3. Administrative contact for domain;
4. Technical contact for domain;
5. Name and IP address of primary DNS server for domain;
6. Name and IP address of secondary DNS server for domain;
7. Name, address, phone, fax, and e-mail address of validating elected official; and
 - A. Validating elected officials are as follows:
 - (1) Cities – city clerk;
 - (2) Counties – county clerk;
 - (3) School districts – district superintendent; or
 - (4) Person of authority at other qualifying entities.
8. Dispute resolution procedure for “idaho.gov”/“id.gov” domains:
 - A. In the event of a dispute of a requested, or issued, domain name within the “idaho.gov”/“id.gov” domain structures, the following dispute resolution process will apply:
 - (1) Disputes of a requested, or issued, domain name within the “idaho.gov”/“id.gov” domain structures must be made to Office of the CIO DNS management staff in writing or via the Office of the CIO’s DNS management staff’s web-based dispute resolution form.
 - (2) Upon receipt of such a dispute notice, Office of the CIO DNS management staff will directly contact all parties involved and gather all necessary information for resolution of the dispute.
 - (3) Office of the CIO DNS management staff will then attempt to mediate the dispute directly between all parties involved. If this mediation fails to reach a consensus agreement, this dispute will then be given over to the ITRMC Access Idaho Steering Committee that will have final say in any and all disputes of this sort. The Access Idaho Steering Committee was chosen for dispute resolution because the Committee, along with the ITRMC support staff, manages the State’s Internet presence; the Committee provides a multi-agency forum and has broad experience, allowing members to recognize possible domain-name conflicts within the State.

- (4) Any dispute forwarded to the ITRMC Access Idaho Steering Committee will be acted upon in as timely a manner as possible but, in no circumstance should the dispute remain open for this Committee's decision for more than six (6) months.

B. Disputes regarding domain names within the "id.gov" domain:

- (1) By applying to register a third-level domain name within the "id.gov" domain structure, or by asking the Office of the CIO to maintain a third-level domain name registration within the "id.gov" domain structure the qualifying entity warrants to the Office of the CIO that the statements made in the Registration Request are complete and accurate and that the entity will not vend or generate any other sub-level domains within a registered third-level domain that will be used for non-government, non-city, non-county, non-school district, or commercial purposes.
- (2) The Office of the CIO will cancel, transfer, or otherwise make changes to domain name registrations under the following circumstances:
 - (a) The Office of the CIO's receipt of written or appropriate electronic instructions from the qualifying entity, or their authorized agent, to take such action;
 - (b) The Office of the CIO's receipt of an order from a court or arbitral tribunal, in each case of competent jurisdiction, requiring such action;
 - (c) The Office of the CIO's determination that a third-level domain within the "id.gov" domain is being used for non-government or commercial purposes; and/or
 - (d) The Office of the CIO's receipt of a decision of the ITRMC Access Idaho Steering Committee requiring such action in any dispute.

C. In the event of a dispute of a requested or issued, third-level domain name within the "id.gov" domain structure, the following dispute resolution process will apply.

- (1) The Office of the CIO will not cancel, transfer, activate, deactivate, or otherwise change the status of any third-level domain name registration within the "id.gov" domain structure under this policy except as provided above.

V. TIMELINE

Last Revised: August 27, 2008
Effective Date: August 20, 2003

VI. REVISION HISTORY

- 8/27/08 Changes made to support changes to Policy P5020, which changed the current state e-mail naming convention from 'recommended' to 'required.' Changes also made to streamline the approval process for the "Idaho.gov" and "id.gov" domains; the ITRMC would only be involved in the process in the event of a dispute.
- 12/9/04 Changes made to streamline and expedite the process of getting new "idaho.gov" and "id.gov" domains up and running. Also, the location of State Domain Name Server/Service (DNS) management staff is defined, making contact easier.