

Domain Naming Services (DNS)

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WaTech's Domain Name System ([DNS](#)) is the phonebook of the Internet. Without DNS, no application would be able to locate any service available on the network. It is a founding service of the original internet.

The WaTech's DNS hosts the wa.gov domain and is also the forwarding resolver for all active directory queries. Proper operation of DNS is required for all information technologies at all agencies in the state. The DNS services must always be available using triple geographic redundancy with high availability and servers at each site to operate the service in a failsafe and responsible manner. WaTech's DNS system is intended to supply 99.999% uptime of naming service availability to ensure the State of Washington internet presence is always available.

Intended customers

This service is intended for organizations who connect into WaTech's digital ecosystem that includes, but is not limited to, organizations that are connected to the State Government Network (SGN), Intergovernmental network partners (state counties, cities, federal agencies, tribes, health districts) and organizations that are part of Small Agency Services.

Customer engagement

- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

The DNS service is currently changing platforms to Infoblox which is more cost effective over a five-year timeframe.

Helpful information

Service category

Network

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

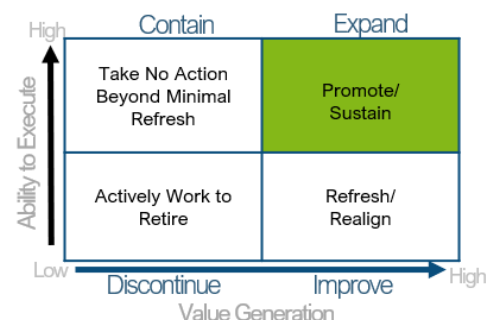
- [Transport and Connectivity](#)
- [Cloud Highway](#)
- [Network Core](#)
- [Managed Firewall](#)
- [Cloud Virtual Private Network \(VPN\)](#)
- [Office Virtual Private Network \(VPN\)](#)
- [Client Virtual Private Network \(VPN\)](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Jason Miller



One- to two-year goals

- Planned enhancements to the DNS service include Domain Name System Security Extensions (DNSSEC), which will provide assurances to clients who enable the service that the DNS reply came from a trusted source and was not compromised while in transit.

Three- to five-year goals

- As WaTech’s cloud strategy continues development WaTech will be migrating public-facing portions of DNS to the cloud. The cloud presence will provide DNS service as a redundant public site as well as local access to cloud-based servers.
- WaTech will be developing a Secure Service Edge (SSE) Strategy as part of a comprehensive Secure Access Service Edge (SASE) blueprint which will influence how this service evolves of its lifecycle.



Service review and fully loaded service budget projection

Revenue source

The DNS service is part of the Security Perimeter program and is included with the Managed Firewall budget funded by the network allocation.

Net income over time:

There is no dedicated revenue to support this service. All the revenue is bundled with the Firewall service.

