Domain Name System Policy

Section 1 - Scope

(1) The purpose of this Policy is to formalize the process of approving domain names for use within ACU's assigned IP address blocks and its Domain Name System (DNS). It is also to provide policy guidelines and a procedure for University departments to request the creation of a domain name within the ACU IP address space.

Section 2 - Audience

(2) This Policy is for the use of ACU staff with a domain name requirement.

Section 3 - Domain Name System (DNS)

(3) On the Internet all connected computers require an Internet Protocol (IP) address in order to uniquely identify them. Domain Names are a useful Internet facility to associate the IP address with an easily remembered "name" that can be advertised on the Internet.

(4) A Domain name server (DNS) is a server that translates Internet names into IP addresses so that the information on computers may be accessed and shared across the Internet. These Internet names are called Domain Names.

(5) Domain names give organizations an easily identified identity and a presence on the Internet. Therefore only domain names that are appropriate and consistent with the ACU Mission, Identity and Values should be adopted.

Section 4 - Domain Name Servers

(6) Information Technology has the responsibility for the maintenance of the ACU Domain Name Server. The server is available 24 hours a day, 7 days a week. To provide system and service redundancy Information Technology deploys multiple DNS servers across ACU called primary and secondary "name servers". The deployment and configuration of these servers has to be tightly controlled to minimize any disruption to the ACU Domain Name processing service. DNS servers are administered by experienced system administrators who adhere to ACU policies and practices related to server security and administration.

(7) Under no circumstances will an unauthorized Domain Name server be installed on the ACU network nor will domain names be permitted that are hosted outside ACU's properly authorized DNS servers which references the IP address range assigned to ACU.

Section 5 - Registered ACU Domain Names

(8) The Domain name "acu.edu.au" is intended for use only by authorized sponsors of University related activities such as campuses, departments, Faculty / staff organizations, Schools and Centres that further the ACU Mission, Identity and Values.

(9) Therefore the commercial usage of the "acu.edu.au" domain name or ACU IP address hierarchy is prohibited.

Section 6 - Requests for ACU Domain Name or DNS Host Name

(10) Application for a name in the "acu.edu.au" domain must be authorized by the Chief Information and Digital Officer. This request must be submitted by email to the ACU Helpdesk with the following in the subject line:

"ACU DOMAIN NAME Request"

(11) In the body of the email request please detail the suggested "name", the IP address and the intended purpose or usage of the computer for which a host name is being requested.

(12) Staff requesting a host name registration within a campus domain ie.: "mary.acu.edu.au" will also require authorization from the Chief Information and Digital Officer. Applications must be submitted to the ACU Helpdesk with the following in the subject line:

"DNS HOST NAME Request"

(13) In the body of the email request please detail the suggested "name", the IP address and the intended purpose or usage of the computer for which a host name is being requested.

Section 7 - Naming Conventions

(14) Host names are a reflection on ACU and good taste should be used in name selection. Information Technology has the right to refuse a "name" request if it is deemed inappropriate or if the "name" request may cause confusion about the true nature or purpose of a system.

(15) Host names are often chosen to reflect the use or purpose of a system. This is only the case for servers with a non-critical role, or servers which depend on user recognition eg. "www.acu.edu.au" and "intranet.acu.edu.au".

(16) To ensure better security, servers that perform critical functions should not be named based on their purpose. The intention is to give no indication of the function these servers perform to external parties.

Section 8 - ACU DNS Names for Use on External Systems to the University

(17) When a ACU DNS name is required for an external system (e.g. A Web server hosted by an external web hosting company) that is not under the control of Information Technology or the University, then a DNS alias called a CNAME will be configured to point to a DNS name that belongs to the hosting company and not to an external IP address. This allows the hosting company to change IP addresses (that can happen regularly) without affecting the ACU DNS.

(18) Departments should also have a Contract or Service Level Agreement (SLA) with the Hosting company to include a change management clause so that the availability of the service is not effected by unplanned or unauthorised changes.

Section 9 - Revisions

(19) Unless otherwise indicated, this Policy will still apply beyond the review date.

Status and Details

Status	Current
Effective Date	23rd February 2024
Review Date	1st February 2027
Approval Authority	Vice-Chancellor and President
Approval Date	23rd February 2024
Expiry Date	Not Applicable
Responsible Executive	Russell Parker Chief Information and Digital Officer
Responsible Manager	Vishal Duggal National Manager, Digital Platform Services
Enquiries Contact	Vishal Duggal National Manager, Digital Platform Services --- Digital Platform Services