



Network Engineering and Technology
A0020
Firewall Rule Change Requests

Version	1	Created	Oct. 6, 2005	Last Modified	Oct. 6, 2005
Purpose	Whenever a group needs a change made to the firewall supported by Network Engineering and Technology (NET), a request form must be completed, signed, and sent to NET. Net will then coordinate the change with the department in question.				
Background	NET currently supports firewalls that are being used by various departments across the University's network. These firewalls will be maintained following the TSD-1002, Firewall Management Policy.				

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1.0 Applicability

This process is to be used by any department requesting a change to a firewall.

2.0 Attachments

- There are no attachments

3.0 Performing the Process

When a change is required to a firewall, NET should be notified with at least 24 hours notice. NET engineers will review the change; discuss it with the Firewall Liaison of the department making the request, and NET Management. Once the change request has been approved by the Firewall Liaison and NET Management, the engineer will make the requested change at the appropriate time. NET-F0020, Firewall Change Request Form should be filled out and faxed to 703-993-3505. The following fields in the form are required:

Requestor Name, Email, and Phone number – so that we can contact for verification and questions.

Department – The department requesting the change.

Firewall Name/IP – The name given to the firewall and the IP assigned by NET.

Liaison Contact Information – How NET can contact the Firewall Liaison.

Date/Time of Change – When the changes should be put into effect.

Type of Change – Is this change permanent or temporary. If temporary, when will the system be restored to its original configuration?

Change & Reason – What change is to be made and why these changes are required?

Signatures – The Firewall Liaison and NET Management must sign off on all requests for change.

The forms, once approved, will be filed in the Network Operation Center. The paperwork will be filed in a folder entitled <Department>-<Firewall Name>. In this manner all changes to a firewall can be tracked.

4.0 Acronyms and Definitions

NET	Network Engineering and Technology
PDA	Personal Digital Assistant

5.0 Related Forms and Documents

5.1 Forms

- NET-F0001, *Network Engineering and Technology Process Request/Revision Form*
- NET-F0020, *Network Engineering and Technology Firewall Change Request Form*

5.2 Miscellaneous

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5.3 Procedures

- NET-A0001, *Network Engineering and Technology Process Request/Revision Policy*
- TSD-1001, Change Management for Network Devices
- TSD-1002, Firewall Management

6.0 Documentation Update Process

The NET Director reviews and approves this procedure for publication and use by the staff. The Managers of NET are the owners of this procedure and is therefore responsible for periodically reviewing this procedure and making changes as needed to align the work process with current corporate and department goals and policies. The recommended frequency of these reviews is at least once every six months.

The Managers of NET ensure that this procedure is available and followed by employees of the NET. The Managers initiate actions to reinforce adherence to established procedures in the performance of work activities.

In the event an employee finds that this document no longer accurately reflects the work functions described, the employee initiates a process revision by following the guidelines in NET-A0001, *Network Engineering and Technology Process Request/Revision Policy* and completing NET-F0001, *Network Engineering and Technology Process Request/Revision Form*.

Whenever this document is revised, the NET Manager responsible for this procedure should also update any on-line or Personal Digital Assistant [PDA] based version. The staff should then be notified to update the version of the documentation on their PDA. The older versions of the document should not be kept except as an archive on the departmental server. These documents should be marked as “Archival, Not for Distribution”. The following documents shall need to be reviewed/updated when this procedure is changed:

Process ID	Revision	Title
A0020_B	1	<i>Network Engineering and Technology Firewall Change Request Form</i>

7.0 Document Revision History

Revision Number	DCR Number	Revision Description	Revision Date
1	---	Document Creation	Oct. 6, 2005

8.0 Approvals

Issued By	Approved By	Release Date
David Robertson	Randy Anderson	10/18/05