



DNS Hosting, Resolution and Protection

A secure Domain Name System (DNS) service

The service incorporates both DNS hosting (we host your data and provide it to the internet) and DNS resolution and protection (we provide internet DNS information to agencies).

DNS hosting can be provided in either an authoritative configuration, where all data is stored on our servers; or a slaving configuration, where data is stored on agency servers and slaved from there onto our servers for internet visibility.

DNS resolution and protection involves the provisioning of internet DNS resolving services without exposing agency infrastructure to the internet. Our DNS system has mitigations in place to reduce the likelihood of misuse of and attack on the DNS infrastructure. DNS resolution and protection are tightly integrated and operate as a single service.

Benefits

- Agencies do not have to maintain and protect their own DNS system
- Robust DNS system for all agencies to join
- Managed and maintained by security specialists with extensive experience
- Protected against misuse and attacks
- Increased security by preventing access to potentially harmful sites
- Integrates with other QG services and infrastructure
- Queensland Government system within Queensland Government facilities

Prerequisites

Data link into CITEC managed data centres. Typically these will be links over the Queensland Government Network (QGN).

Features

- Online reporting available by request
- 24x7 incident response
- Dual-site redundancy, high availability (HA)
- Unusual system events escalated for human review
- Implementation advice

Variants

Use of CITEC DNS resolution as:

- Authoritative or slaved source
- Queensland Government DNS resolution
- Internet DNS resolution

Metrics

Availability: 24 x 7 - 99.99%

Incident response: 24 x 7

Requests: Monday to Friday 8am to 6pm

Fulfillment:

- ▶ Typically 1 day¹, up to 5 work days
- ▶ Changes to existing² – 1 to 3 work days

¹ With requirements fully provided prior to commencement ²Typical times are 1 day or less

Reporting

Online reporting available upon request.

Additional and related services

- QGN data connections:
 - ▶ QGN Ethernet (QGNE)
 - ▶ QG Regional Network (QGRN)
 - ▶ QG Data Centre Network (QG DCN)
 - ▶ QGN Cloud Connect
 - ▶ QG Internet Service Provider (QGISP)

Options

➔ As per agreement

Ordering

Please contact your CITEC representative

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