



# SSL/TLS Certificates

## Secure digital certificates

Digital certificates allow users to access the services of those certified systems in a secure manner. Examples of this would be https connections or encrypted email.

CITEC, on behalf of the client, can arrange third party digital certificates through a trusted and reputable company that complies with CA/B Forum regulations, are ISO27001 certified and have been providing SSL solutions since 1996.

## Benefits

- Expiry monitoring service for certificates which are installed on servers managed by CITEC, irrespective of who provided the certificate.
- Reminders sent when certificates are nearing expiry date (from 3 months in advance).
- Cost-effective whole-of-government pricing arrangement.
- Simplified and efficient ordering and delivery after domains have been pre-vetted by the organisation.
- One point of contact for all SSL certificate requirements.
- Organisation Validated (OV) 2048 bit SHA256 certificates.
- Certificate Transparency (CT) for best browser user interface experience.

## Prerequisites

Requirement for SSL/TLS, code-signing or PDF signing certificates.

Certificate Signing Request (CSR) to be provided at time of ordering.

## Features

- Advice of impending expiry
- Implementation advice
- Range of certificate types available
- Public ordering page enabling agencies to submit orders online, upon request

## Variants

- OV SSL/TLS standard: 1 year validity
- OV SSL/TLS wildcard: 1 year validity
- Extended validation SSL: 1 year validity
- Multi-domain certificates with options to add up to 500 SANs
- Standard Code Signing certificates: 1-3 years validity
- Document signing certificates
- Other certificate types may be considered upon request

## Metrics

Availability: NA once installed

Service request: Mon to Fri 8am to 5pm.

For initial domain validation, allow up to 3 working days for SSL certificates or up to 10 working days for EV certificates.

## Reporting

Reporting is available as a reminder when certificates are nearing end-of-life.

## Additional and related services

- Certificate installation by CITEC where applicable
- Domain name provider (qld.gov.au) domain name registration and support services

## Options

Options are for:

- ➔ 1 year SSL/TLS/EV/Code Signing certificate
- ➔ 2 year certificate - Code Signing only
- ➔ 3 year certificate - Code Signing only

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## Ordering

Please contact your CITEC representative

☎ 07 3222 2555 ✉ [service@citec.com.au](mailto:service@citec.com.au)