

## Domain Name System – Service Detail



### **Overview:**

The New York State Domain Name System (DNS) service is a fast, reliable solution for name resolution. This service is a collaborative effort by a growing number of counties and state agencies to centralize name resolution services. Organizations which utilize the New York Enterprise Network (NYeNet) or the internet for various statewide network services and applications will find the state DNS service is the best solution.

### **Features:**

#### **Secure resolution for other counties and agencies:**

There is an increasing requirement for digital interaction among various state agencies and county governments. DNS is a critical tool required to reach necessary remote resources. Configuring a local DNS system to obtain resolution from all of these various groups is difficult, error prone and costly. Through the use of the state centralized DNS system over the NYeNet, configuration is streamlined and secure.

#### **Dedicated, Redundant Servers**

The core of the state DNS service is hosted on a series of redundant servers at different physical locations, eliminating any single point of failure both logically and physically. State DNS servers host only the DNS service which ensures maximum performance, reliability and availability.

Various web resources at your agency (web pages, databases, etc.) may be functioning, but if your DNS service has failed, those resources will be very difficult to connect to. By uploading information to the central DNS system, third parties no longer directly rely on your DNS servers for resolution.

#### **Active Monitoring Tools**

The state DNS service employs enterprise class monitoring tools to rapidly detect any problems that may occur with the DNS infrastructure. These tools allow us to diagnose and fix problems before they impact customers. On-call DNS staff provides 24x7 support in the event of an emergency.

#### **Dynamic, Automatic Updates and Replication of Data**

The state DNS service simplifies the process of keeping up to date with changes at other agencies. All DNS changes at other government agencies providing their information to the DNS service will be automatically available for resolution. Likewise, any information hosted by your agency to be shared with other agencies can automatically be uploaded to the central DNS system. This will allow other agencies to resolve names on your networks as soon as dynamic replication occurs. Changes are replicated among the state DNS servers at frequent intervals to expedite availability of new or changed names.

---

A key feature of this system is that you are in control of your name service resources. The centralized DNS model has many advantages which can be leveraged without losing control of local name resources. Change requests will not be necessary - simply make the changes to your DNS zones and the changes will be reflected in our system as well.

***Benefits:***

An expert team dedicated solely to the state DNS service. There are multiple team members with years of DNS experience administrating the state DNS service. This team is available to assist in integrating your local DNS service with the statewide DNS service. Cost savings. The centralized statewide DNS system is an integrated, distributed and highly available system. In order to have the same level of redundancy, performance and availability, considerable expenditures would need to be made. The statewide DNS service is an extremely cost-effective alternative to providing this service on your own.

***Additional Information:***

Please contact CIO/OFT Customer Relations at [HUcustomer.relations@cio.ny.gov](mailto:HUcustomer.relations@cio.ny.gov) or 1-866-789-4638 for additional information.

