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STANDARD 1310: DOMAIN NAMING

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To effectuate the mission and purposes of the Arizona Department of Administration (the “Department”), the Department shall maintain a coordinated statewide plan for information technology (IT) implemented and maintained through policies, and adoption of statewide technical, coordination and security standards as authorized by Arizona Revised Statute (A.R.S.) § 18-104. Formulate policies, plans and programs to effectuate the government information technology purposes of the department.

1. PURPOSE

The purpose of this standard is to establish and protect the AZ.gov (State of Arizona) brand, ensuring the citizens and customers of the State of Arizona that they are using the official Arizona State Government website. It further assures that the policies and standards of the State of Arizona are employed, including protections such as privacy, security and accessibility for all Arizona citizens.

2. SCOPE

- 2.1** This standard applies to all Budget Units (BUs) (as defined in A.R.S. § 18-101) and IT integrations and/or data exchanges with third parties that perform IT functions, activities or services for or on behalf of BUs. Applicability of this policy to third parties is governed by contractual agreements entered into between BUs and the third party/parties. In addition, PSPs for security technology are covered by Policy 8120: Information Security Program.

3. ROLES AND RESPONSIBILITIES

- 3.1** Refer to Section 5 of Policy 1310 Domain Naming.

4. STANDARD

- 4.1** BUs shall use the following format for all new public-facing .gov (State of Arizona) domains, e-mail servers, websites and applications. BUs shall submit a request to the State CIO’s office prior to registering additional domain names. New domains will not be promoted to production until the State CIO has approved the request.

4.1.1 Domain Name Format: BUs shall conform to the following format for domain names:

- a. The third-level domain name format for new domains shall be:
<name>.az.gov

4.2 Domain Name Conventions: Convention for new public-facing domain names and sub-domain names, for BUs shall conform to the following formats:

4.2.1 New names should be (in order of preference):

- a. Clearly identify the purpose of the site
- b. Friendly to constituents
- c. Easy to understand
- d. Self-evident
- e. Intuitive
- f. Easy to remember without looking it up
- g. 16 alphanumeric characters or less – no special characters (these 16 characters do not include the 7 characters in .az.gov)
- h. Easy to type and avoid use of confusing characters such as using zeroes (0) in place of the letter “O” or the number one (1) in place of the letter “L” (l). All words must be spelled out correctly with no use of lingo or shorthand (for example: biz versus business).

4.2.2 Acceptable examples are:

- a. Acronyms: e.g., DOA for the Department of Administration
- b. Partial Identifier: e.g., Administration for the Department of Administration
- c. Abbreviations: e.g., REV for the Department of Revenue
- d. Others as approved by the State CIO

4.2.3 Agencies shall not use names that are:

- a. Offensive: Example Arizona State Library and Public Records = ASLAPR
- b. Vulgar
- c. Confusing: Example Access.az.gov – is it AHCCCS or accessibility related? Consider accessibility
- d. Ambiguous: Example: DHS – is it Health Services or Homeland Security? Consider healthservices or homelandsecurity. Refrain from using general terms such as “licenses,” “recreation,” and “benefits”

- 4.3** Website Name Format for divisions, programs and applications: BUs shall conform to the following format for new public-facing website names; no approval is required from ADOA-ASET:
- 4.3.1** Path Level for web pages representing individual divisions shall be:
<agency>.az.gov/<division>/<program>
 - 4.3.2** Path Level for web pages representing a program that is at the agency level or is shared across more than one division shall be:
<agency>.az.gov/<program>
 - 4.3.3** Path Level for public-facing web applications shall be:
<agency>.az.gov/<application>
- 4.4** New public-facing agency level application name format: BUs shall conform to the following name format for public-facing applications; no approval is required for these from ADOA-ASET:
- 4.4.1** Agency specific applications shall make use of the following namespaces:
 - a. <application>.<agency>.az.gov for applications in the production environment
 - b. <application>.<agency>.devaz.gov for applications in the development environment
 - c. <application>.<agency>.qaaz.gov for applications in the test environment
 - d. <application>.<agency>.stagingaz.gov for applications in the staging environment
 - 4.4.2** Agency applications are limited to the fourth-level domain name space.
 - a. Acceptable: <application>.<agency>.az.gov
 - b. Unacceptable: <application>.<agency>.application.az.gov
- 4.5** New public-facing Statewide application name format: BUs shall conform to the following name format for public-facing applications used by more than one State agency. E.g., APP.az.gov, SCS.az.gov, etc.
- 4.5.1** Statewide applications shall make use of the following namespaces:
 - e. <application>.az.gov for applications in the production environment
 - f. <application>.devaz.gov for applications in the development environment
 - g. <application>.qaaz.gov for applications in the test environment
 - h. <application>.stagingaz.gov for applications in the staging environment
 - 4.5.2** Statewide applications are limited to the third-level domain name space.
 - c. Acceptable: <application>.az.gov
 - d. Unacceptable: <application>.application.az.gov

4.6 Email name format for BUs following the new URL format: BUs shall conform to the following format for new email records:

4.6.1 All email addresses shall be

<first name or other identifier.last name>@<agency>.az.gov

4.6.2 Staff members with duplicate names should be assigned in such a manner to avoid duplication and confusion. For example: Jane.Doe@<agency>.az.gov, Jane.A.Doe@<agency>.az.gov, J.Doe@<agency>.az.gov, Jane.Doe1@<agency>.az.gov, J.A.Doe@<agency>.az.gov, and JA.Doe@<agency>.az.gov

4.7 In the event that a BU must change its domain name it shall arrange to retain control over the former domain name for at least two (2) years and forward traffic to the new domain name throughout that period.

5. DEFINITIONS AND ABBREVIATIONS

5.1 Refer to the PSP Glossary of Terms located on the ADOA-ASET website.

6. REFERENCES

6.1 A.R.S. § 41-3504

6.2 Statewide Policy P1310 – Domain Naming Policy.

7. ATTACHMENTS

None.

8. REVISION HISTORY

Date	Change	Revision	Signature
7/13/2015	Initial Release	1.0	Aaron Sandeen, State CIO and Deputy Director
04/15/2021	Review for updates	1.1	Deirdre LaGuardia
04//22/2021	Peer Review	1.2	PSP Team
06/20/2021	Commenter Review	1.3	Anny Ulrey, Justin Turner, Ralph Bolvin, Vincent Salgado and Vignesh Sukumaran
07/12/2021	CIO Review	1.3	JR Sloan