Instructions for VITA Network Access Request form

For new VITA Mainframe customers, the VITA Network Access Request

must be submitted by the locality Information Security Officer (ISO),

IT Manager or person with authorization to allow local network access

by the VITA Commonwealth of Virginia network.

For existing VITA Mainframe customers, The VITA Network Access Request can be

submitted by an authorized Mainframe Access Coordinator (MAC).

To complete the VITA Network Access Request:

1. Download the "VITA Network Access Request" excel file to your local computer.

2. Update the "Firewall Request" tab with the localities public IP(s). Enter the

local public IP(s) in the appropriate row.

For DMV/VEC use - use the row(s) as applicable. Enter the IP(s) in the YELLOW cells.

For DOA CIPPS use - use the row(s) as applicable. Enter the IP(s) in the YELLOW cells.

ISP Change Instructions:

3. For an ISP change where the current IP is or will be retired and replaced with a new

public IP, enter the existing IP that is to be retired and removed in the "Current Public

IP (Primary) or (Secondary) YELLOW cell.

4. Enter the new Public IP in the applicable "Source Public IP Address" YELLOW boxes.

Note: If you do not want the existing IP to be removed right away, do not add the

existing IP in the "ISP Change" row. Add the new IP to the applicable "Source Public IP

Address" YELLOW box. This will ensure your current IP is not removed from the VITA

firewall if you are migrating users and systems from a current to a new IP over a time

period.

After migration to the new IP is complete, please submit a second "Mainframe

Access Firewall Rule Request Template form" to remove the retired public IP.

A locality can have more than one local public IP identified- one as primary and a

secondary/backup, if applicable.

5. Enter local contact information in the event the firewall team needs additional or

clarification of entered information. The VITA and requested DMV/VEC Chief Information

Security Officers (CISO) office may contact the locality to verify the network request.

6. Perform a 'Save as' to update the file - add your locality name in the filename as

follows:

Mainframe Access Firewall Rule Request Template-<add locality name>.xlsx

7. Open a new email from your organizations email system.

8. Send to: vccc@vita.virginia.gov This the VITA Service Center that will process

your network access firewall request

9. Subject: New Firewall Request-<organization name>

10. Body: Please process the attached Firewall Rule Request for my organizations access

to the CoV Network.

Note: Ensure your signature block is included in the email body.

11. Press Send.

You should receive a email response from the Service Center with a response that your

email was received. You may receive a service ticket number - CALLnnnnnn and/or REQnnnnnnnn.

When resolved, you may receive a response that REQnnnnnnnn is Resolved.

The request is expected to be complete within 10 business days which includes VITA and

Agency CISO approval plus firewall engineering team fulfillment.

For questions or status updates, especially after 10 business days, please call the

Service Center at (866) 637-8482. Please have your CALL or REQ number to reference.

If you do not have a CALL or REQ number nor have any indication of resolution from the

Service Center; please email the VITA Locality Customer Liaison with your contact

Information at:

customeraccountmanager@vita.virginia.gov

Please include any information supplied by the Service Desk and the date your initial

emailed request was sent to the Service Center.