Firewall Change

Customer Procedure

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Overview:

IT Security processes firewall change requests from appropriate faculty and staff. Vendors must work through their application specialists to process requests.

Customer Procedure:

1. Using the Remedy lightning bolt icon, create a new “VPN/Firewall request.”
2. Ensure your name and contact information is correct.
3. Select “Firewall rule” and what you want to do from the dropdown list.
4. If it is application related, choose the application otherwise simply choose “no.”
5. Select “no” for UT owned or not, this is for VPN use only.
6. Required information:
   a) Source IP address(s) – this can be a single IP, a range of IPs, or any IP (listed as ‘any’)
   b) Destination IP address(s) – this can be a single IP or a range of IPs
   c) Protocol and port(s) – this is usually TCP or UDP followed by a port number
   d) The action you want us to take – allow or deny
   e) Is this a permanent or temporary rule? If temporary, we need to know when it ends.
   f) The reason for the request – a short narrative including detail as to what the machines involved do and whether or not any sensitive information (PHI, SSNs, etc.) is involved.
      Note: ALL fields are free form and any text can be entered, it is not limited to what is there.
7. Submit the request. Requests submitted without the required information will be returned for clarification and will not be processed.

Measure of Completion:

Firewall change requests are considered complete when the change is completed and the associated ticket is closed.