

FREQ Procedure Submission and Completion Days		
Helpdesk Submission Deadline	FREQ Change Executed (if approved and meets FREQ criteria)	Normal Change Executed (if not approved or does not meet FREQ criteria)
Monday Noon	Tuesday 11 PM	Saturday 11 PM
Wednesday Noon	Thursday 11 PM	Saturday 11 PM
Thursday Noon	Saturday 11 PM	Following Saturday 11 PM

Questions?
 Call the Technology Help Desk at
 (412) 624-HELP [4357]



FIREWALL REQUEST EXPRESS QUEUE (FREQ) PROCEDURE

MARCH 2, 2007



FIREWALL REQUEST EXPRESS QUEUE PROCESS

Beginning March 2, 2007 CSSD will implement a new procedure called the Firewall Request Express Queue (FREQ) for managing firewall change requests. This change will complement CSSD's existing Change Management Process.

In the past, firewall changes had to be submitted by noon on Wednesday to be processed during normal downtime maintenance on Saturdays. FREQ will allow a University department's firewall contact to submit a change request that meets certain key criteria three times a week. All change requests that meet the FREQ criteria will be implemented in two business days.

The FREQ process still adheres to CSSD's Change Management review process which prevents network conflicts and firewall issues that may otherwise arise.

Always remember to notify your users of upcoming firewall changes.

WHO IS A FIREWALL CONTACT?

CSSD has identified IT professionals in each University department who are authorized to request firewall changes. These professionals are designated as firewall contacts.

FIREWALLS AND CHANGE MANAGEMENT REQUESTS

All changes to production University systems must undergo CSSD's change management process. This process ensures that:

- ✓ The changes are properly reviewed for accuracy and completeness.
- ✓ Resources are available to successfully implement the change.
- ✓ Changes are properly communicated to all involved.

The Change Management process has been in effect for the past five years and has significantly reduced the number of unintended operational outages.

FIREWALLS AND CHANGE MANAGEMENT REQUESTS

For detailed information about CSSD's management of network firewalls, refer to CSSD's Firewall Guideline and Firewall Procedure documents, found in the Security section of technology.pitt.edu.

FREQ CRITERIA

FREQ requests include the following:

- Request comes from a designated department firewall contact.
- All information needed to process the request has been provided by the department firewall contact.
- The change is a "zone apply" change. "Zone apply" changes to a firewall zone rule set include changes to source and destination IP addresses as well as changes to network ports allowed or denied.
- The change meets the University's firewall configuration standards. Examples include, but are not limited to, no inbound * rules and requests for insecure ports.
- The firewall contact must be prepared to test the change the morning after it is implemented to ensure that the change was successful and does not impact end-users.