

North Carolina A&T State University
Information Technology Services Division
Firewall Change Request Form

Instructions: Use the definitions (page 2) to complete the form. **Log into** the Aggie Help Self-Service Portal (<https://aggiehelp.ncat.edu>), **browse** the Service Catalog, **scroll down** to the Network Services section, **move** your cursor over the Firewall Request tile, and **click Change**. **Input** the requested information and **upload** this completed form to the service request. **Your service request will not be processed without this form.** (Note: Students must email this form to itsecure@ncat.edu since students don't have access to the portal.)

Name	Phone #	Email Address	Department	Building

Job Title	Status	Banner ID	Supervisor Name	Supervisor's A&T Email Address	Phone #

Is the change you're requesting a permanent or temporary change to the firewall? Permanent Temporary

	Source IP or Network	Destination IP or Network	Protocol	Port(s)	Allow/Deny	Start Date	End Date (leave blank if permanent)
Example	191.181.132.250	152.8.202.54	TCP	80	Allow	Aug 1, 2008	Dec 30, 2008
1							
2							
3							
4							
5							
6							
7							
8							

Description of why you are requesting a change:

Requester Signature:

Date:

Supervisor Signature:

Date:

For Official Use Only

Approved Denied

Incident #:

Date:

Comment:

North Carolina A&T State University
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Firewall Change Request Form Definitions

The document explains the field definitions and what data to enter on the Firewall Change Request form.

- 1. Requester's Name:** Enter the name of the person requesting the firewall change.
- 2. Phone #:** Enter the requester's phone number.
- 3. Requester's A&T Email Address:** Enter the requester's A&T email address.
- 4. Department:** Enter the requester's department name. If you are a student requesting a firewall change for non-academic use (i.e. gaming), specify "N/A".
- 5. Building:** Enter the location where the requester's workspace is located (e.g. office, cubicle). For students requesting a firewall change for non-academic use (e.g. gaming), enter residence hall name.
- 6. Job Title:** Enter the requester's job title. If you are a student requesting a firewall change for non-academic use (i.e. gaming), specify "N/A".
- 7. Status:** Select the requester's relationship with the University.
- 8. Banner ID:** Enter your Banner ID.
- 9. Supervisor Name:** Enter the requester's supervisor name. For students requesting a firewall change for non-academic use (e.g. gaming), leave blank.
- 10. Supervisor A&T E-mail Address:** Enter the supervisor A&T e-mail address of the requester. For students requesting a firewall change for non-academic use (e.g. gaming), leave blank.
- 11. Phone #:** Enter phone number.
- 12. Is the change you're requesting a permanent or temporary change to the firewall?** Select permanent or temporary.
- 13. Requested Change:** Enter the requested firewall rule modification information.
 - Source IP or Network:** IP address or network that are allowed to access your system. This can be a single IP address, a network address and mask, 152.8.0.0 for entire campus, or "any" for entire Internet.
 - Destination IP or Network:** IP address or network you are allowing access to.
 - Protocol:** Select the destination protocol. The choices are TCP, UDP, or IP.
 - Port(s) :** Provide the destination port(s).
 - Allow/Deny:** Choose whether firewall rule is being allowed or denied.
 - Start date:** List the start date for the firewall rule change.
 - End date:** List the end date for the firewall rule change. If the rule change needs to be a permanent rule, leave the end date blank.
- 14. Describe why you are requesting a change:** Specify the reason/purpose for the request.
- 15. Requester Signature & Date:** The requester has to sign and date the form before uploading the form into Aggie Help. For students requesting a firewall change for non-academic use (e.g. gaming), leave blank. However, the student must submit the form to itsecure@ncat.edu from his or her NC A&T SU e-mail account because the e-mail timestamp will server as a signature.
- 16. Supervisor Signature & Date:** The requester's supervisor has to sign and date the form. For students requesting a firewall change for non-academic use (e.g. gaming), leave blank.