External Network Request Process

C4E Enhancements

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**Version Control**

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| 02/08/2024 | Initial Draft | Draft | Vivek Gupta, Anand Devasenan |
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**Reviewer / Approver**

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# Current Process for External Network Request

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| **Tasks** | **SNOW ID / Contacts / email** | **Links** |
| Register URL on CMDB (Create CI). |  | [CMDB Update - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=14206bdf13367a00d304b86f3244b0e3) |
| Request public IP to be reserved for xxx.2day.newyorklife.com | Net Sec Engg / Sal Kaderin | [Network Security Operations - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=f47beeae1b0a8510c7a2a648624bcb7e)  Temporarily use Informational Request à Firewall à Miscellaneous.  Then add a note to transfer the TASK to Net Sec L3. |
| Once the Public IPs are reserved, use that info to raise a SRB request.  SOURCE : Internet  DESTINATION : Reserved Public Ips   * For Prod use SRB. * For Model use SE (Security Exception).   NOTE : This process is broken into two parts.   1. CTSO\_Firewall approval. 2. SRB / SE approval. 3. CTSO\_Firewall approval is mandatory for SRB Team to approve the SRB/SE. | SRB Adviser [srbadviser@newyorklife.com](mailto:srbadviser@newyorklife.com) | SRB : [Security Review Board Assessment - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=cdb106c81330d700d304b86f3244b04c)  SE : [Information Security (IS) Exception - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=5e6378f04fa52300bbf23d728110c74e) |
| Once the SRB is approved, raise a FIREWALL request RITM  NOTE :- I’ve seen for new SRB/SEC this implementation task is automatically created for Net Sec OPS. However, in future an update is made to an existing SRB/SE, the task is not opened automatically. Thus, this step is performed to manually raise a firewall implementation request with an approved SRB/SE. | Net Sec OPS / ET\_NETSEC\_OPS [ET\_NETSEC\_OPS@newyorklife.com](mailto:ET_NETSEC_OPS@newyorklife.com) | [Network Security Operations - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=f47beeae1b0a8510c7a2a648624bcb7e)  Not specified(**Request Details)** |
| Raise a request for DNS creation for xxx.2day.newyorklife.com   * Separate RITMs need to be raised for Internal and External. | Net\_INF\_L2 / et\_network\_inf [et\_network\_inf@newyorklife.com](mailto:et_network_inf@newyorklife.com) | [DNS Request - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=5801f9f4db41d8504c0cee82ca9619dc) |
| Raise a request for VIP creation xxx.2day.newyorklife.com (this includes Certificate creation, Net\_INF\_L2 will internally submit a linked RITM to NetSecOPS to generate certificates).   * You’ll need to raise two RITMs. One for Internal and External VIP creation. | Net\_INF\_L2 / et\_network\_inf [et\_network\_inf@newyorklife.com](mailto:et_network_inf@newyorklife.com) | [F5 Configuration - Service Portal (service-now.com)](https://newyorklife.service-now.com/service_portal/?id=sc_cat_item&table=sc_cat_item&sys_id=00e42e491b1c451056752f4b234bcb0f) |

# Process Diagram for External Request

A screenshot of a computer

Description automatically generated

# Process Diagram for Internal Flow

A screenshot of a computer

Description automatically generated