## **Order / Change Control Form**

# Edge Site ACL Change Request

Please complete the form below and create a change on the KCOM Portal – <https://portal.kcom.com>

**\*\*Please note** ACL changes must be sanctioned by a Head/Principal for each location for reason of child protection. Please ask your Head/Principal to confirm this by email [change\_control@kcom.com](mailto:change_control@kcom.com) Using the CR reference for the change.

KCom will log the changes based on the information contained within this form. In order to progress the change you may be contacted directly by a KCOM engineer. Target SLA for changes is 5 working days from the point all information is available, we endeavour to action changes more quickly.

Please refer to valuable customer information offered at the bottom which may aid you with your request.

|  |  |
| --- | --- |
| **Establishment and Contact Information (Site A)** | |
| **School Name** |  |
| **Site ID (if known)** |  |
| **Contact Name** |  |
| **Contact Telephone Number** |  |
| **Contact Email Address** |  |
| **Additional / Remote Site Information (Site B)** | |
| **School Name** |  |
| **Site ID (if known)** |  |
| **Contact Name** |  |
| **Contact Telephone Number** |  |
| **Contact Email Address** |  |

*Please use multiple forms if there are more than 2 sites involved.*

|  |  |
| --- | --- |
| **Request Details** | |
| **Please describe the access you are looking to enable between the sites.** | Full / Partial (delete as appropriate)  Bidirectional IP Access Between Sites |
| **Please supply the IP Range(s) within SITE A you would like to access** |  |
| **Please supply the IP Range(s) within SITE B you would like to permit** |  |

## **Customer Information**

This form is for the purpose of requesting access between two sites on the empsn network without traversing the Internet or Internet firewall. By relaxing the Access Control Lists (ACLs) on each of the sites routers, we can permit inter-site communications which are not permitted by default. Approval by each sites head, lead change contact or emPSN is required to allow the change to be approved and take place.

Please note access through ACL changes are NOT stateful and are bi-directional. If you would like to enable access between sites using stateful connections, Internet IP addresses, or using the protection of the empsn Firewall, please submit a firewall change request. Please make requests through the firewall change process – forms are available on the KCOM Portal – <https://portal.kcom.com>