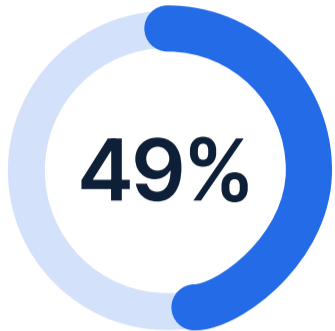


# Govern DNS across hybrid environments

Structure, oversight, and automation for DNS change management



**49%**  
of DDI experts fully trust the automated workflows in their DDI tools.

Source: *DDI Directions: DNS, DHCP, and IP Address Management Strategies for the Multi-Cloud Era*, Enterprise Management Associates

## Take control of DNS change processes with the Workflow module in Micetro

DNS, DHCP, and IP address management (together known as DDI) are critical to network infrastructure, yet many organizations rely on ad hoc processes to make DDI changes. Direct edits and manual tickets lead to errors, outages, and compliance blind spots.

Workflow, an add-on module for Micetro, BlueCat's DDI orchestration solution, provides structure and accountability for DNS change management across on-premises Microsoft Windows DNS/DHCP, BIND, Kea, and cloud services such as Azure DNS and AWS Route 53.

Micetro's Workflow module ensures only approved changes are applied to production environments. It eliminates risky manual handoffs and email chains and provides a full audit trail for compliance. And it scales governance across Windows, open-source, and cloud DNS without slowing service delivery.

## How the Workflow module formalizes DNS change requests

The Micetro Workflow module formalizes DNS change requests into a clear, auditable lifecycle.

- **Submit requests:** Users propose record or zone changes without applying them directly.
- **Approval roles:** "Requesters" submit changes; "Approvers" review, approve, or reject them. Approvers can only act on zones they have edit access to.
- **Scheduling:** Changes can be applied immediately or at a defined date and time.
- **Execution and audit:** Once approved, Micetro applies the change and records the metadata, including request ID, user, timestamps, comments, and outcomes.
- **Lifecycle tracking:** Requests move through structured states (pending, approved, scheduled, applied, rejected, or failed), giving teams transparency.

Built-in protections include IP addresses marked as pending during requests to prevent conflicts, custom properties for governance, and visibility into failed requests to ensure accountability.



“

**Micetro makes it a lot easier for less technical people to help maintain DNS/DHCP.”**

Network/security administrator,  
Large enterprise education services company

## How the Workflow module enables automation without losing governance

With Workflow, organizations can accelerate DNS automation and DevOps while controlling risk. It integrates with Micetro's API to connect automation with third-party tools and users.

- **Infrastructure-as-code:** Terraform and Ansible submit DNS changes while Workflow enforces approvals.
- **IT service management tools:** ServiceNow and Jira trigger workflows while Micetro logs and enforces approvals.
- **Team collaboration:** Developers request changes in Micetro while NetOps retains oversight.

## Next steps

Discover how you can get structure, oversight, and automation for DNS change management.

[Learn more](#)