Business

Legal business name

Domain name

E.g. business.lu

CONTROL WORKBOOK

Complete internally with your provider. Refer to a supporting document where needed.

01 Services and contacts

Service	Provider / registrar	Person responsible / account reference
Domain	Registrar name	Name, role / management account address
DNS	DNS provider name	Authorised person / DNS account reference
Website	Website hosting provider	Website manager / account reference
Email	Email service provider	Email administrator / account reference

02 Registered holder and contacts

Registered holder: confirmed identity

Person or organisation recorded as the domain holder

Confirmation: date and record

Date + confirmation document or email reference

Contacts: names, roles, contact details / supporting document

Administrative and technical contacts: names, emails / reference to the contact list

03 Access and recovery

- ☐ Management account identified
- ☐ People and permissions checked
- ☐ Second factor checked, if offered
- ☐ Recovery process confirmed

Recovery process / secure vault reference

Process reference and secure vault location; no passwords, secret identifiers or codes

Do not enter passwords or backup codes here.

04 Renewal

Deadline to monitor

Expiry date or deadline to monitor

Renewal method

Automatic, manual or via provider

Who monitors payment?

Person monitoring payment

Alerts: recipients / monitoring

Alert email(s) + person monitoring them

Who confirms renewal?

Person checking renewal

Confirmation date / record

Date + receipt or email reference

05 Continuity and action plan

Internal owner

Name, role and internal contact details

Replacement

Replacement's name and contact details

Taking over management: process, contact or supporting document

Process reference / name and contact details of the person to approach

Information or issue to resolve	Person responsible	Deadline
Missing information or action to take	Person responsible	DD/MM/YYYY
Missing information or action to take	Person responsible	DD/MM/YYYY

Checked on

DD/MM/YYYY

By

Name and role of the person checking

Next review

DD/MM/YYYY

Review after a departure, provider change, migration or change to payment arrangements.

Organisational framework proposed by Wize, without a score or certification. Confirm procedures and deadlines with your provider.