



Some VIP Firm Websites May Not be Visible to VA Customers

Issue:

VA staff may be unable to access the websites of some verified Veteran-Owned Small Businesses (VOSB) and Service-Disabled Veteran-Owned Small Businesses (SDVOSB) from within the VA network.

Discussion:

Due to enhanced security requirements in the VA firewall, websites of some verified firms are not accessible from within the VA network. Inability to reach these websites may hamper the ability of VA procurement officials and program managers to include these firms in market research to identify verified VOSBs capable of meeting their procurement needs.

In most instances, the blocked sites are not properly *'categorized'*. VA utilizes the BrightCloud Web Classification service to determine the categorization of website addresses (URLs) across more than 83 categories. The VA firewall checks outbound Internet traffic against the BrightCloud categorization database before allowing access to the site. URLs that are not properly categorized in the BrightCloud database are blocked.

How can you ensure VA staff can access your firm's website?

Submit a *URL Categorization Change Request* form for your website to BrightCloud. Visit <http://www.brightcloud.com/tools/change-request-url-categorization.php> to complete your submission.

- Enter your website URL in the URL box.
- Select the appropriate Webroot category that best describes your firm. Category descriptions are listed at the bottom of the submission form. For example, the Business and Economy Category is described as Business firms, corporate websites, business information, economics, marketing, management, and entrepreneurship.
- Enter your email address. Your email address is used by BrightCloud to send notifications regarding your change request.
- Enter the CAPTCHA display word in the authentication box.
- Submit your request.

You can verify VA's ability to access your firm's website from within the VA network by contacting the OSDBU help desk at 866-584-2344.

Visit <http://www.va.gov/osdbu> for more information about VA OSDBU.

VA OSDBU Help Desk
866-584-2344
Monday-Friday
8 a.m. to 8 p.m. (EST)

OSDBU@va.gov