IANA Department Update
ICANN 43, Costa Rica

13 March 2012

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ICANN

Overview

Automation Update

Continuous improvement

Other Services

Statistics & more

Automation Update

Automation

Cut over to workflow management July 2011

August-September inducted all TLD managers

Minor issues relating to workflow and historical flexibility

Moving forward: refinements, new gTLDs, new features

COSTA RICA
11-16 March 2012

Continuous Improvement

Business Excellence

3rd annual EFQM self-assessment held in January 2012
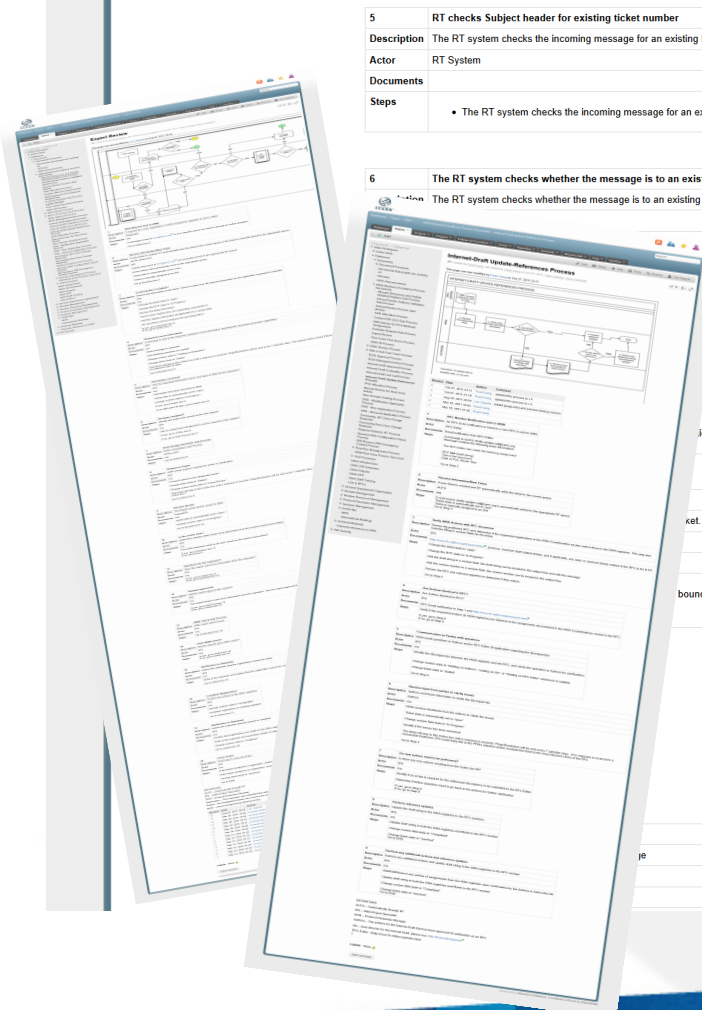
Significant improvements for our customers in processes and key results

Next steps: continue measures for KPIs & identify additional areas for improvement

Standard process documentation

We have converted over half our core processes to a standardized format and will be converting more in 2012

Customer survey

We will be running a customer survey to gather structured feedback we can use to improve our services

Improving our request processes

Security & continuity

4th annual security plan revised in November 2011

2nd IANA continuity exercise is planned for 2012, building on the success of 2010

COSTA RICA
11-16 March 2012

Key Ceremonies continue

Ceremonies 7 & 8 were successfully completed

Full transcripts & logs are published on the IANA website

SysTrust certification renewed

Other ICANN activities...

Time Zone Database

IDN Variant Issues Project Phases

IDN Variant Issues Project Phases

- Arabic Case Study Report
- Chinese Case Study Report
- Cyrillic Case Study Report
- Devanagari Case Study Report
- Greek Case Study Report
- Latin Case Study Report

Public Comment → Integrated Issues Report → Public Comment → Development of Solutions

IDN Variant Issues Project Info

Community wiki

https://community.icann.org/display/VIP/Home

Public discussion list
vip@icann.org

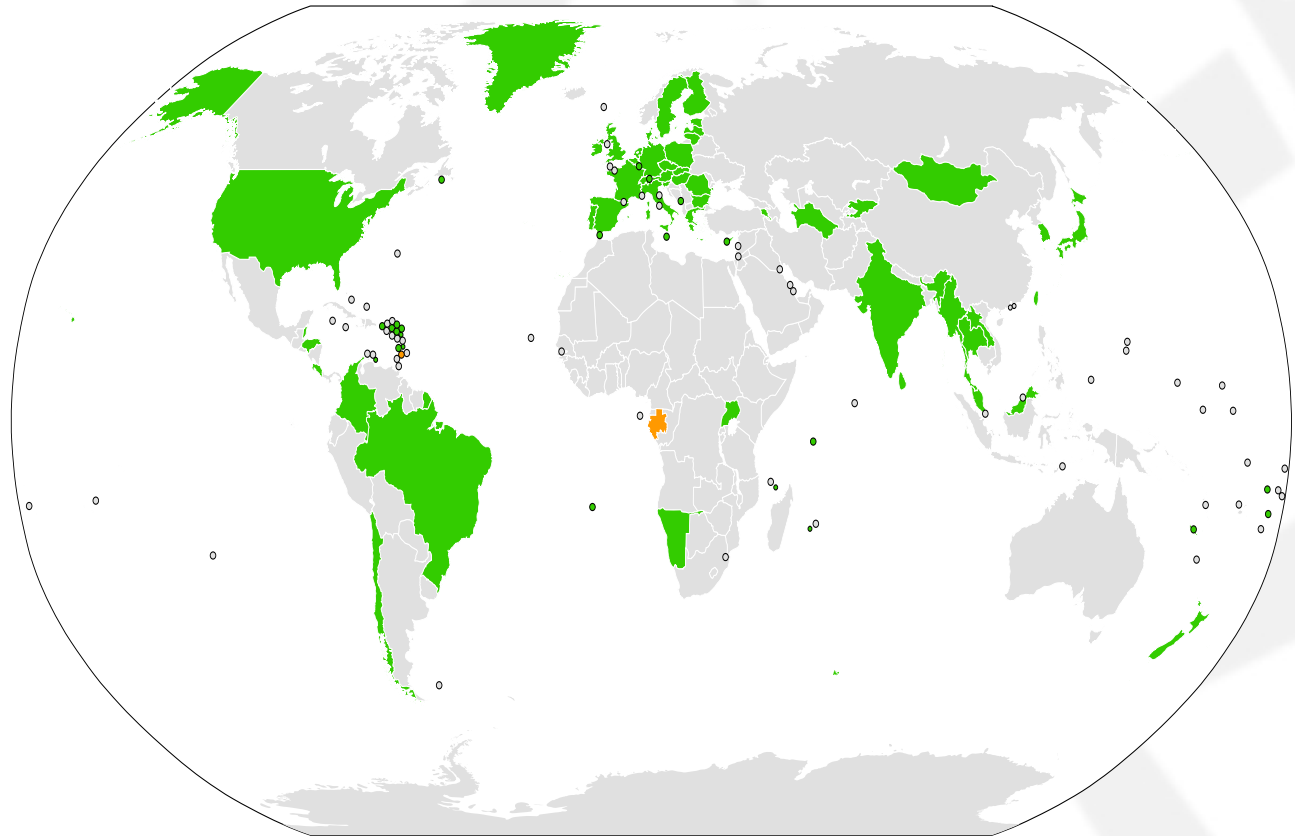https://mm.icann.org/mailman/listinfo/vip

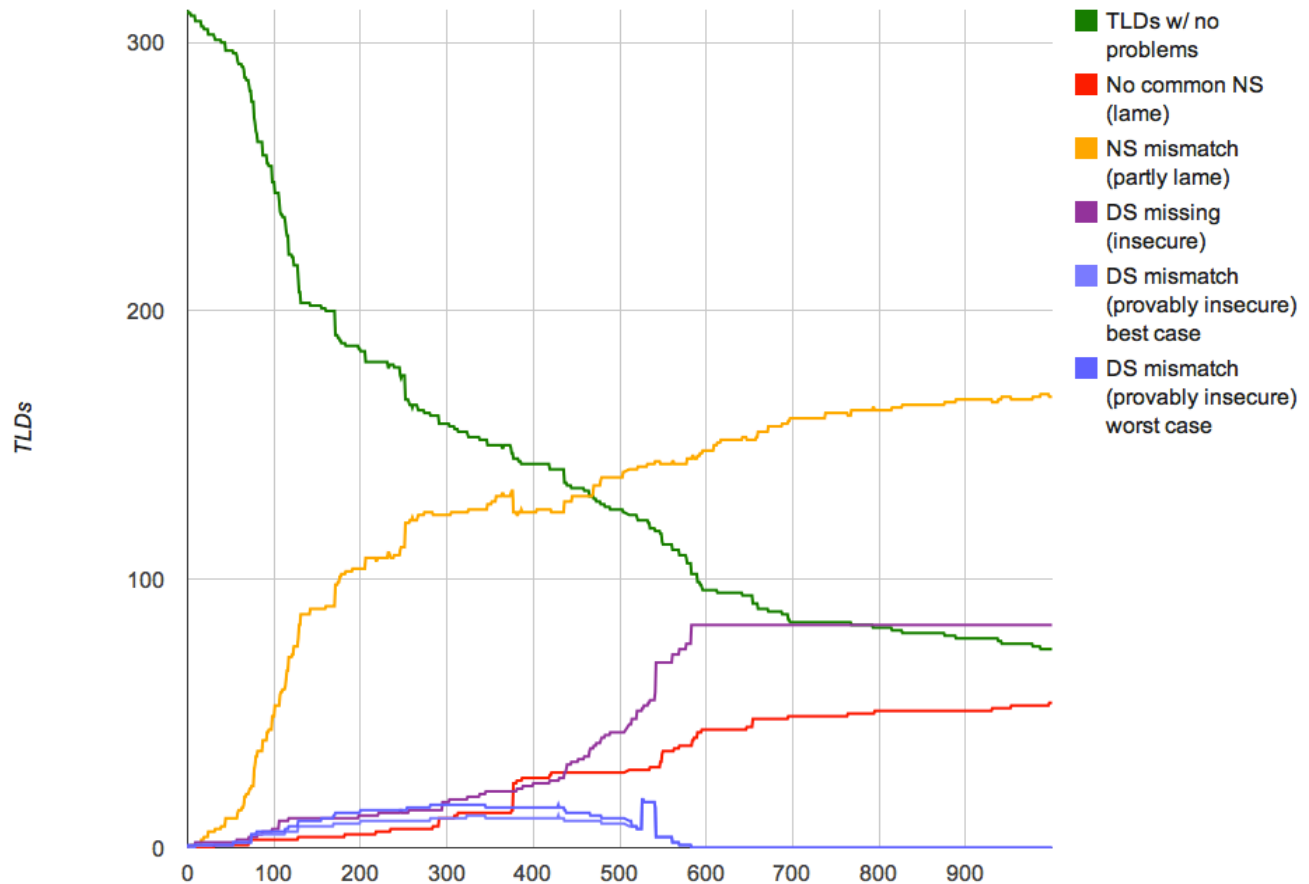# Statistics

ASCII ccTLD DNSSEC adoption

Green = secure delegation from the Root

Orange = signed zone, but no secure delegation

http://www.icann.org/en/topics/dnssec/deploy-en.htm

Root decay impact

TLD Cer

Most recent TLD:

Thank You