Root Zone Workflow Automation

Kim Davies
Manager, Root Zone Services
What does it do

- Workflow management process tracks root changes through the process, performs some automatable steps (tech checks, contact confirms, etc.)

- Systems integration between VeriSign/ICANN means automatic transfer of data between parties

- New web interface provides new methods of working for TLD managers (submitting requests, checking status)
Deployment Status

- RZM system is fully deployed
- All TLD managers have been invited to use the system
- No significant issues so far, all root changes implemented successfully
System Launch

- Parallel ops began at the start of the year (all requests were processed manually and through system)
- After successful qualification of system, date of 21 July was set for cut over to system taking primacy
- Advance notification started at ICANN Singapore
- Cut-over happened on schedule, after 21 July actual root zone came from system
What happened in July?

- VeriSign’s DNS master started taking the zone generated by the system, rather than the manually generated zone.

- ICANN’s system started generating process notifications to end user (requests to confirm, tech check details, status updates).

- End users did not yet have access to use the new web-based interface.
Initial Intake

- Invitations issued from 1 August to 15 September
- TLD contacts had 30 days to claim their credential or it would expire
- Of 474 TLD contacts, 40.7% claimed their credentials
<table>
<thead>
<tr>
<th></th>
<th>Jun</th>
<th>Sep</th>
<th>July</th>
<th>Aug</th>
<th>Oct (part)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Via email</td>
<td>49</td>
<td>16</td>
<td>16</td>
<td>46</td>
<td>37</td>
<td>74</td>
</tr>
<tr>
<td>Via web</td>
<td>46</td>
<td>16</td>
<td>9</td>
<td>23</td>
<td>12</td>
<td>51</td>
</tr>
</tbody>
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Number of root zone requests lodged
Demonstration
Future work
Provide feedback (thanks!)

kim.davies@icann.org