Root Zone Workflow Automation
A technical introduction

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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
Number of root zone requests lodged
What are the pieces

- User service — ICANN Application for end-user interaction
- Internal service — internal application for staff interaction, runs the workflow
  - Acts as EPP client
- NTIA UI — manages NTIA interactions
- RZMS — VeriSign system for their component, publishing root zone
  - Acts as EPP server
What does it do

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

- EPP 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)
Demonstration
Future work
Provide feedback (thanks!)

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