

Revised SLA Proposal

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Getting to the point:

- What are the issues?
- What is the solution?
- Mapping the proposal to the solution.



What are the issues?

- The current proposal assigns responsibility to Registries for services they do not operate.
- The current proposal does not describe coherent objectives – what is the problem?
- The current proposal includes uncapped escalating costs and extensive operational complexity for ICANN in a new discipline.
- The current proposal has flawed DNSSEC operational and testing assumptions.



The solution:

- The new proposal states clear goals and objectives to both SLA considerations and Emergency Escalations:
- The new proposal identifies critical public services and services between contracted parties.
- The new proposal allows ICANN to act to confirm and address emergencies separately as a priority but still supports contractual enforcement measures where required.
- The new proposal is extensively more cost effective for ICANN to run, reduces operational complexity AND addresses errors in proposed DNSSEC tests.



Mapping the Solution to the Proposal:

- **Section One** opens with a description of the problem statement and a description of public and private services.
- **Section Two** provides a comprehensive glossary of definitions.
- **Section Three** describe the performance thresholds and the emergency escalation thresholds.
- **Section Four** describes in detail the methodology and the different types of monitoring tests conducted.
- **Section Five** describes the basic requirements for reporting on monitoring activity both for public services and services between contracted parties.
- **Section Six** describes the emergency escalation principles and responsibilities.



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In Conclusion:

- The current proposal has distinct flaws that without alteration would see most New Top Level Domain Registries in direct failure of their agreement very quickly.
- The goals and objectives must be clarified to base success criteria upon.
- Monitoring and Operational burdens upon ICANN should be architected to accomplish critical goals and be COST effective.

Registries, Registrars, and Registrants are all self-interested in maintaining a positive, sustainable user performance experience.



Questions?

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