



ICANN | 54
Dublin



18-22 OCTOBER 2015





IANA Update

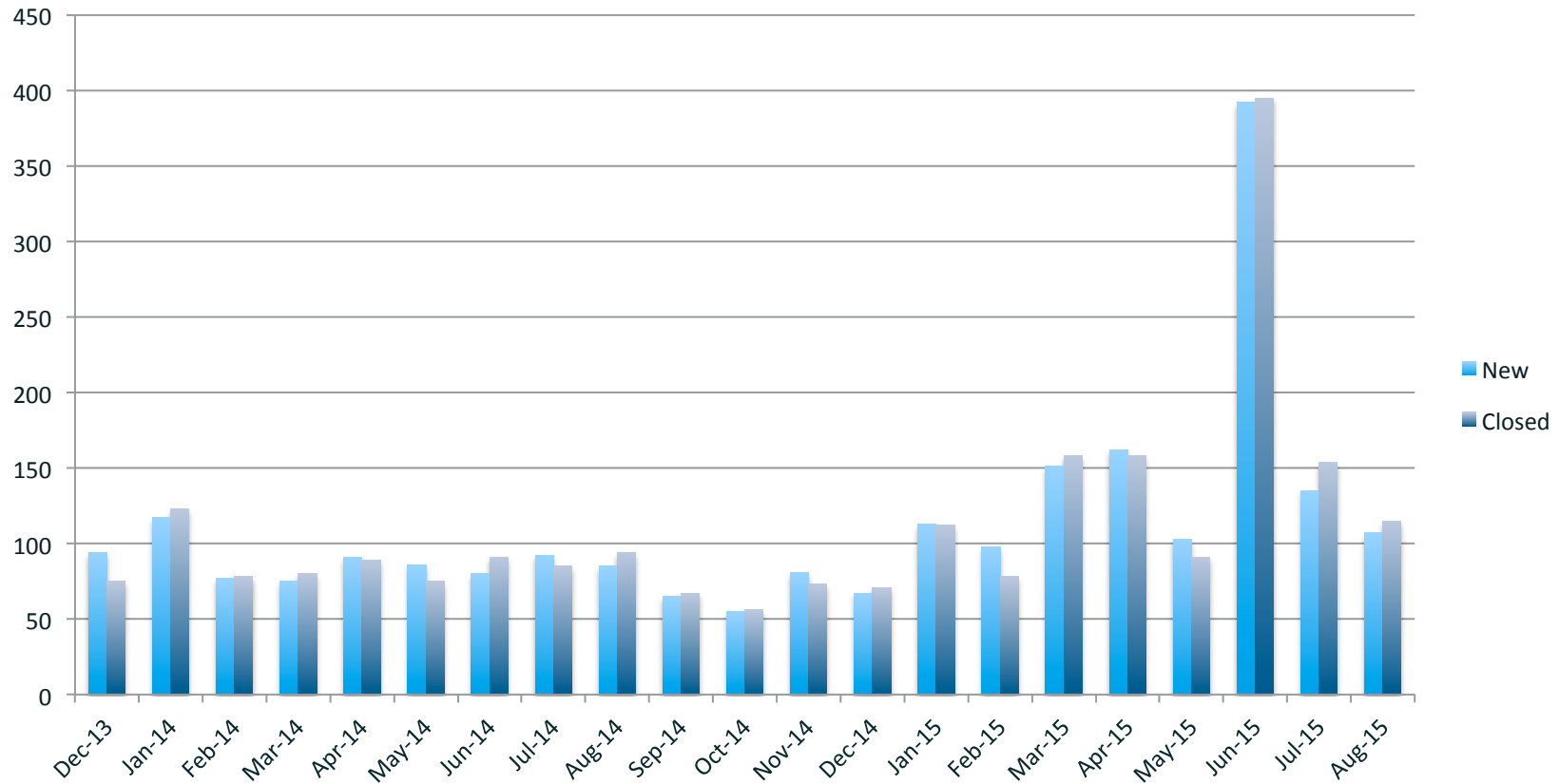
Elise Gerich | ccNSO Members Meeting | 20 October 2015

Agenda

- ⦿ Performance Measurements and Reporting
- ⦿ FOI Recommendations
- ⦿ Customer Survey
- ⦿ Announcements
- ⦿ IANA 24x7 Emergency Service

Performance Measurements and Reporting

Root Zone Requests: Dec 2013 – Aug 2015



Key Performance Metrics

Root Zone file and Database Change Requests

Metric	Target
Timeliness — End-to-end processing for changes pertaining to routine maintenance of delegated TLDs (such as NS changes, DS changes, point-of-contact changes, and other administrative updates) are performed within 21 days.	80%
Accuracy — The requests that have passed validation are implemented correctly at the conclusion of a change request.	100%

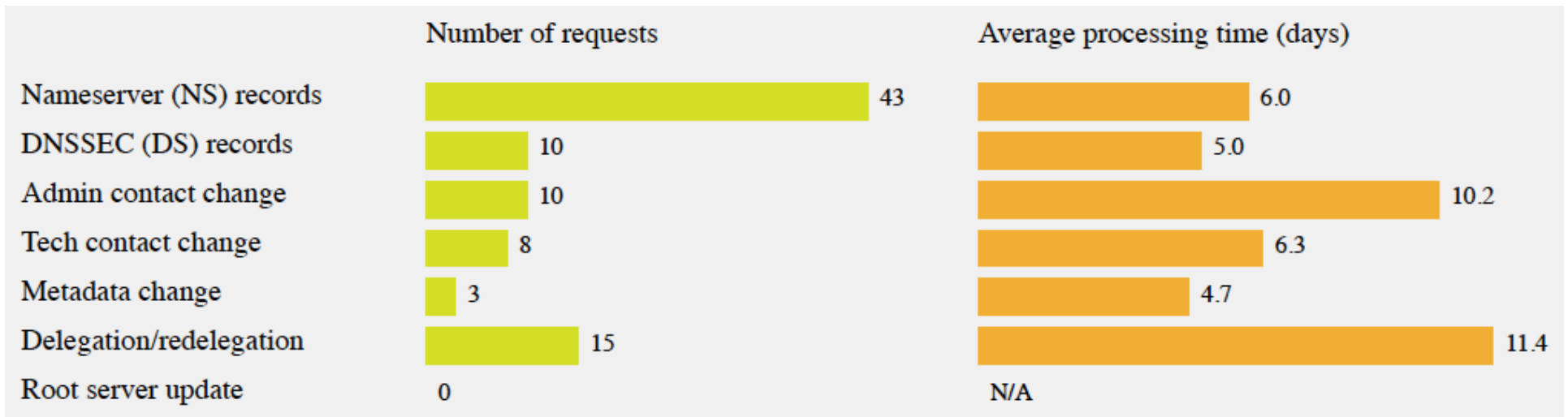
Delegation and Redelegation of Country Code TLDs

Metric	Target
Timeliness — End-to-end processing times for changes pertaining to delegation or redelegation of country-code top-level domains are within 120 days.	50%
Accuracy — The requests that have been approved by the applicant are implemented correctly at the conclusion of a change request.	100%

Performance measures

Root Processing Time

From Aug 16, 2015 – Sept 15, 2015



Monthly reports found at iana.org/performance

Snapshot of average processing time for root zone change requests

Monthly Audit Report

C.5.2 Root Operations Audit Report

This report is produced in accordance with Section C.5.2 of Contract Number SA130112CN0035 for ICANN's performance of the Internet Assigned Numbers Authority functions. This report is for the reporting period of August 1, 2015 through August 31, 2015.

Reporting Period

From: 1 August 2015
To: 31 August 2015

Root Zone Modification Requests and Related Transactions

The following requests were implemented during the audit period. All requests were processed according to RFC 1591, ISO 3166-1, and the GAC Principles.

Review of changes implemented for accuracy

TLD	Change Details	Final status (Reason for non-completion if applicable)	Date of Implementation or Closure
ceb	Multiple changes affecting Administrative Contact, Technical Contact, Domain Metadata, Sponsoring Organisation, Nameserver Records, DS Records	Withdrawn	2015-08-04
ice	Updated Administrative Contact	Completed	2015-08-04

Changes to Monthly Audit Report

C.5.2 Root Operations Audit Report

TLD Delegations In Processing

As at 1 May 2015

Date of submission	TLD	Proposed Party	Current status
2014-12-17	xyz ("Iraq")	Communications and Media Commission	Pending
2015-02-09	philips	Koninklijke Philips N.V.	Pending

TLD Redelegations/Transfers In Processing

As at 1 May 2015

Date of submission	TLD	Proposed Party	Current status
2015-01-20	tg	Autorite de Reglementation des secteurs de Postes et de Telecommunications (ART&P)	Pending
2015-02-02	bn	Brunei Darussalam Network Information Centre Sdn Bhd	Pending

The Audit Report will soon include a new section on pending delegation and redelegation activities.

CWG Principles for Service Level Expectations

Design Team contribution to CWG

- ⦿ Attributable measures – attribute time taken to the appropriate party
- ⦿ Overall metrics – to identify end-to-end trends
- ⦿ Relevance – relevant to validating customer service
- ⦿ Clear Definition – clearly understood and able to be automated
- ⦿ Definition of thresholds – require definition of metric, have a period of data collection prior to setting thresholds
- ⦿ Review process – reviewed periodically and revised by mutual agreement
- ⦿ Regular reporting – to the extent possible reported in a near real-time fashion

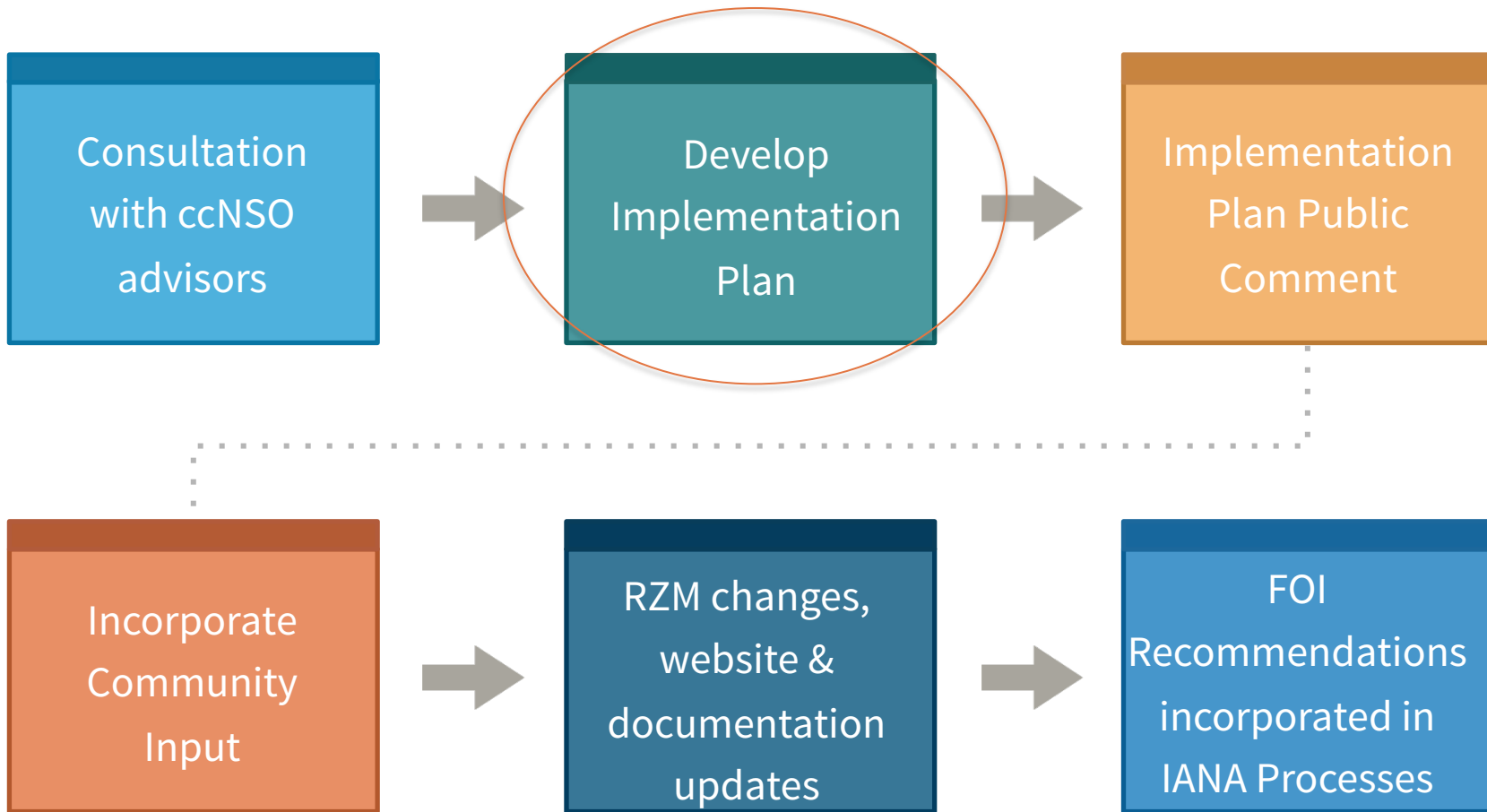
FOI Recommendations

Status of FOI Recommendations

Framework of Interpretation Report

- ⦿ ICANN Board Adopted the Framework of Interpretation recommendations at the June 2015 meeting
- ⦿ ccNSO nominated Becky Burr and Keith Davidson to assist ICANN in planning the implementation
- ⦿ Staff currently working on a proposed implementation plan
- ⦿ First meeting between Burr, Davidson, and ICANN in September to clarify some of the recommendations

FOI Execution Steps



Example of FOI Impact

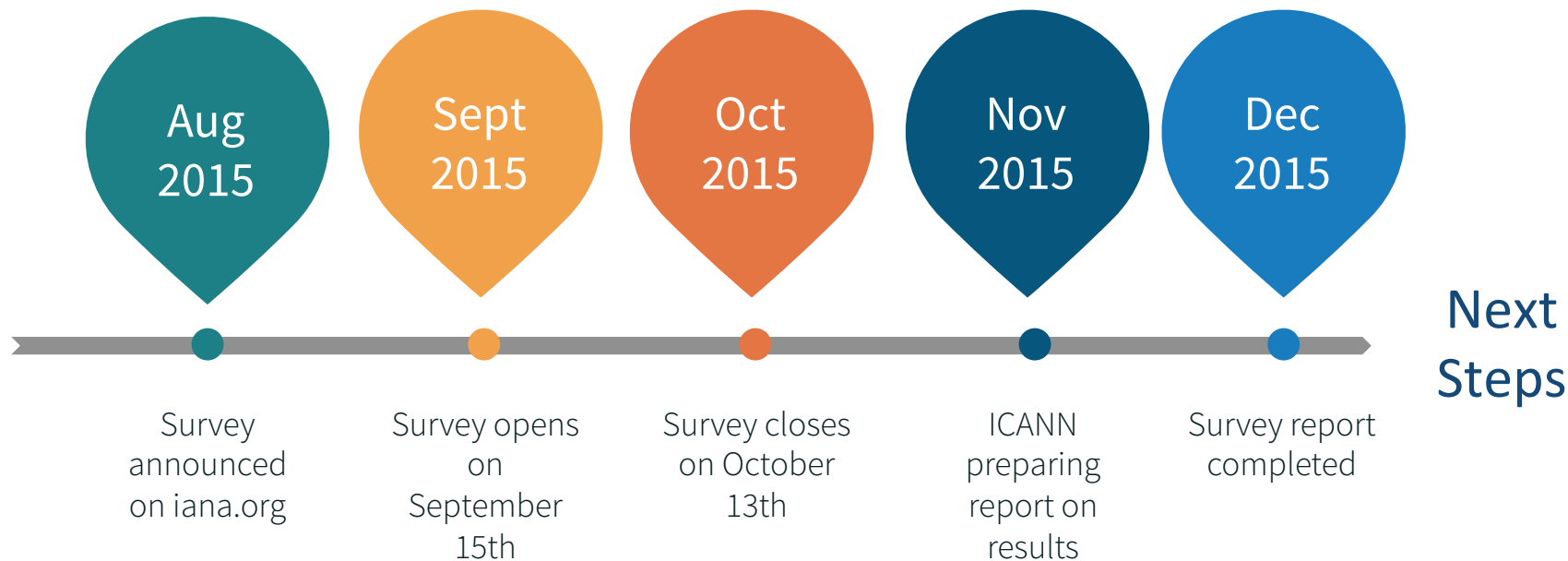
Recommendation 3.1:

3.1. The FOIWG interprets section 3.6 of RFC1591 to require that the IANA Operator only seek consent for a Transfer request from the incumbent manager and the proposed manager. The IANA Operator should **not seek consent from the Administrative or Technical contacts**

- 1) **Definition and clarification of an additional contact for both incumbent and proposed manager**
- 2) **Change in current RZMS workflow**
- 3) **Development to RZMS**
- 4) **Revision of documentation and website**

Customer Survey

2015 Customer Service Survey



To Summarize

- 4th annual customer service survey on IANA functions
- 11% response rate (same as 2014)
- Improvements from 2014: mailing list compiled without duplication of organizations that managed multiple TLDs (reduced invitation emails from 4400 in 2014, to 4013 in 2015)

Announcements

H.ROOT-SERVERS.NET

- ⦿ Notification of IP address changes to H.ROOT-SERVERS.NET Root Server
- ⦿ Change will be implemented in the DNS Root Zone on **1 December 2015**
- ⦿ New IPv4 address: 198.97.190.53
- ⦿ New IPv6 address: 2001:500:1::53
- ⦿ New hints files will be available at the following:

<http://www.internic.net/domain/named.root>

<http://www.internic.net/domain/named.cache>

- ⦿ You can monitor the transition here:
http://h.root-servers.org/old_vs_new.html

KSK Rollover Planning

- ⦿ Requirement to roll the KSK “after 5 years of operation”
- ⦿ Key-Signing Key signs DNSKEY RR set
- ⦿ Design team formed to study the issues involved and solicit community input
- ⦿ ICANN Public comment period to review the Design Team’s findings to date completed
- ⦿ Design team is meeting in Dublin to discuss next steps

In case of emergency

IANA 24x7 service

Reminder about IANA 24x7 Emergency Service

24x7 emergency service available to TLD Operators.

Uses a call centre which collects details and contacts staff by roster

Staff contact the caller back and works on the case

Contact data provided annually

Contact data for the IANA 24x7 emergency center is provided each year through email to all TLD operators.



+1 310 306 6308



Make sure contact data for your TLD is up to date

Check IANA Root Zone Database and lodge request to update contact data if necessary

Engage with ICANN



Thank You and Questions

Reach us at:

Email: elise.gerich@icann.org

Website: iana.org



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