

BARCELONA – GAC: Joint Meeting with Public Technical Identifiers (PTI)
Saturday, October 20, 2018 – 18:00 to 18:30 CEST
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MANAL ISMAIL, GAC CHAIR: Do we have the slides for the coming session? If we can have the slides on the screen please, thank you.

Thank you, we're starting agenda item number 7 which is our session with the PTI board, PTI generously agreed to come and brief us on the ongoing activities. We have with us Lise Fuhr, Kim Davies, and David Conrad and thank you all for coming here and for your flexibility in scheduling this session. I know we have been changing things so many times so thank you. With this, I'll hand over to you, Lise for the presentation. Thank you.

LISE FUHR: Thank you for inviting us here today. I know we stand between you and a nice relaxed evening, so we only 200 slides in an hour's presentation, just joking, we'll do this sweet and short. So just Checking if you are still awake.

As you know, if we can change the slide. Back in the day first of October 2016, PTI was actually created. That was the result of the US government asking for a transition of the IANA Stewardship there was a long two years' work behind this. We had several working groups, I was co-chair of a group together with Johnathan Robinson and we ended up creating PTI structure we've found was a good way to transfer the

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stewardship of IANA and that being said that was not a result of disagreement or people dissatisfied with IANA this was a matter of solving the stewardship transition.

So, if we look at the IANA functions and the PTI's, what PTI is doing, we're taking care of the names, we're managing the DNS root zone and other key domains. Taking care of the numbers, managing the global IPS address and the [indiscernible] number space, we also take care of the protocol parameters that is actually the unique assignment of codes and parameters that is used around 3,000 different interconnected technologies. So, we have now created PTI, which stands for the public technical identifiers which is a non-for-profit organization that is carrying out IANA's functions as I said it was created in 2016, and its an affiliate to ICANN and fully funded by ICANN and it was a result of the transition.

Next slide please, and if we look at the PTI board back in the days we described the composition of the board and that was very carefully created not to have any capture of the PTI board. So, we have two NomCom appointed members. I am one of them and I'm the chair of the board. We have Wei Wang, another director, then we have three ICANN appointed members, Kim Davies, the president of PTI, David Conrad, CTO of ICANN, and because you know Akram Atallah has left, he was the third ICANN appointed board member, we have yet to receive appointment of ICANN of the third director.

Then we have additional officers Samantha Eisner is our secretary, Becky Nash the treasurer, and we have a board audit committee which

is composed by Gary Rolf, not a member of the board, he's an external, non-director member, and David Conrad.

New slide please. And if we look at the community oversight of PTI, we have the three communities, protocol, parameters, domain names and the numbering, resources that are taken care of PTI but around that you have the agreements with ICANN, so if you look at the protocol parameters the oversight is through a memorandum of understanding which is between IETF and ICANN and subcontracted from ICANN to PTI. The domain names oversight is actually governed by -- there is a naming contract between ICANN and PTI and there is a performance oversight carried out by the ICANN customer standing committee. The customer standing committee has several liaisons and I believe there is a liaison here from GAC too.

The numbering is having an oversight by the regional Internet registries governed by a service level agreement between ICANN and RaR's and again subcontracted to PTI.

New slide please. So, if we look at the board priorities, this is -- and it was meant to be a board that is only taking care of the necessary things relating to running an affiliate. So, for us the finances and budget are important. Right now, we have a consultation on the fy20 budget up and the consultation ends on the 12th of November. We're looking into strategic planning, has to be aligned of course with ICANN's strategic planning. So, we're in close cooperation with ICANN on how we should have a strategy actually defined.

And we're reviewing the performance and key projects, reviewing the performance the numbering, naming and protocol again. CsC? CcTLD? doing most of the oversight of the naming but we're also of course getting feedback on how PTI is performing on the service level agreements with the numbering communities and the protocols likewise.

Furthermore, we're in the midst of defining the organization of PTI since it's a very young one, we're looking into the roles and responsibilities, and we're also keeping a close eye on the non-for-profit classification since this is a classified as a not-for-profit organization.

On key projects, Kim will tell you a bit on KSK rollover and also a bit of how the organization looks.

New slide please.

KIM DAVIES:

Thanks, Lise. So, I just wanted to give you a very quick overview how big IANA, might not be obvious from all the discussion, we're a relatively small team, currently we're 14 people, all but one of us based in Los Angeles. At our full complement would be a little larger but essentially, we're a relatively small team, processes requests from all those three areas that Lise described. In fact, the core of our progressions is really request processing. A customer would come to us, they might be operate a TLD, they might be an RAR that's needing IP addresses for their operation. Could be an Inventor someone that's invented a new technology that needs to have that somehow recognized by an existing

Internet protocol, it could be someone involved heavily in the IT standardization forum, they might be creating a new standard and that standard needs to have a new registry created for it, there's any number of different avenues for which you might require service from the IANA functions, and our key task is to receive those requests and to process them, to evaluate them against the policies that have been devised by the community, and then assuming that the request meets the pertinent policies, to implement those requests.

And, as part of that, we're fundamentally a customer service organization and with that comes a focus on customer service delivery. A lot of the commitments we have with those three oversight groups pertain to service levels, that there's an expectation in the community that we will perform in a timely fashion and that when we do so, we do it in an accurate way and we spend a lot of time monitoring and implementing processes to ensure quality of service and that that service is delivered in a timely fashion.

To assist with this we do implement dedicated systems and processes tailored to the unique processes we have, for example when it comes to managing the DNS root zone, we have a dedicated system called RZMS this is an online portal in which TLD managers can log in and perform self-service, something we've developed in house and our team has been responsible for designing and implementing that as a system.

Also, a key part of our culture is auditing and continuous improvement. We have regular annual audits where we have third party auditors come in, review our business practices, study our evidence and make an

assessment on whether we're meeting controls, we're following policy and so forth, and we provide those audit drops to our key stakeholders to satisfy that our processing is done rigorously and correctly.

We also do regular continuous improvement activities constantly assessing how we do our work and identifying if there's ways we can improve. We do surveys and assessments and identify key areas for improvement, perform annual surveys of our customers, trying to get feedback filtered into that process as well, and that's how we drive our direction moving forward, identifying where our weak spots and how we might improve service delivery.

Lastly on the slide, just to focus on that we're not alone. While this is the team that performs the IANA function, we're heavily dependent on the resources of the broader ICANN organization. Whether its IT operations support that's keeps our servers running, whether the legal team that provides legal services, finance, HR, what have you, global shareholder engagement, while we perform the core activity of request processing in the gamma of services that we provide, we do depend on all the other facets of the ICANN organization.

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So as mentioned, one of those key projects we're working on really a multi process has been that of the so-called KSK rollover. What is this? Essentially the trust anchor, the entry point to DNSSEC changed for the first time. This was sensitive because having never changed it before, there were various opinions and concerns about whether it would have a traumatic impact on the stability of internet operations, so this was a

very carefully conducted process over many years, us as the operator responsibility for managing the KSK then again focusing on our broader support from the ICANN organization, for this particular project we relied heavily on the office of the CTO of ICANN, who did a lot of the research and development as well as community engagement on this project, so it was really a team effort, but the long and short of it is that on the 11th of October just passed, the KSK rollover fundamentally occurred and the preliminary data and observations that we have is that the change had a very minimal impact and I would say exceeded the expectations of most people involved in the project in that we expected there to be more let's say fallout, at least we would be aware of in the first few weeks following the date.

Still steps to go on the project, it's not complete. While that milestone is the most critical, we still need to stop using the old key and there is a variety of technical steps to happen in the coming months over the next year or so and we will also be taking lessons learned, trying to identify how we can operationalize this as a more routine part of our business operations. So, we will study what has happened over the previous years, what went well, what didn't, how we can refine the process so the next KSK rollover isn't as much of a big event, its more of a routine part of our operations.

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That was it. So we have three of the four directors on the stage here and happy to address any questions.

MANAL ISMAIL, GAC CHAIR: Thank you very much for this informative presentation. So maybe now we can see if there are any questions. Yes, Indonesia, please.

INDONESIA: Thank you for the presentation. I just want to get more information actually. First is that are you -- can you inform us that it's true that all previous IANA functions now has been operated by PTI? All of IANA functions, that's number one, and secondly, when NTIA promoted the transfer from IANA to PTI back in Singapore, I forget, two or three years ago, something like that, there was a technical discussion as to whether the root zone operations which was at that time, I think, was operated by Verisign, under the contract of USEUC will be kept like that, I think operated by Verisign under USEUC contract or it will also be transferred to PTI. Because, if I might remember, my -- correct me if I'm wrong, we thought the root zone operations the PTI cannot carry out the internet operation, so, is two separate operations that has to be combined to make the internet capable for us, so I just want to know whether it's still like that or it is being developed. Thank you.

LISE FUHR: Back in the days when we defined the project of the transition, it was actually deliberately chosen to keep the root zone management out of that scope, so the contract with Verisign was kept out. So, the rest of the technical issues, I think I will refer to you Kim, it was a deliberate

decision back then so we've ended up with keeping that structure but creating the affiliate that is PTI that's taking care of the rest.

KIM DAVIES:

Coming to the first question, I think, certainly, the full scope of what was overseen in the IANA contract that NTIA had with ICANN has been issued with PTI in fact its broader there was identified in the process that some operations of IANA that were not under that contract that we would sort of agreed over the years that it was felt should be brought into scope so I think the actual scope of the contracts existing today are a little bit broader than they were before and then I think with respect to the Verisign agreement, I would just add that our responsibility is for the content of the root zone, that's really sort of the IANA function but the Root zone more than maintaining what's inside it, it's the process of distributing, it, monitoring it, and publishing it, and so forth, so there are multiple actors involved to make it all work , it's not just Verisign, it's not just us, there are root server operators as well- it really is an ecosystem, so there are different contracts and different arrangements to cover a variety of different aspects that make it all work together. No aspect of what we do really just sits with one single organization.

DAVID CONRAD:

And one thing that is important to add is part of the transition agreement, there was a cause that indicated that post transition there would be a review of the root zone, the way in which the root zone was managed, if we're looking for ways in which it could be improved and involved, that project, that study was explicitly required within the

context of the transition agreement. That study is now being started within the offices of the CTO of ICANN and will be published when we reach a point it makes sense.

MANAL ISMAIL, GAC CHAIR: So just for the record, the previous record the previous speaker was David Conrad. Lise, would you like to add something?

LISE FUHR: Yes, I just wanted to add the review thing is, that we have a planned review of PTI as a construct, so that review is about to start up this fall.

MANAL ISMAIL, GAC CHAIR: Thank you. So, any further questions? Okay. If not then, thank you again very much for your time. Thank you for being here and for the information and update. And for GAC colleagues, this concludes this session but also our meetings for today, and please be in the room tomorrow at 8:45 for the human rights working group co-chaired by Switzerland and Bosnia and Herzegovina. So, see you tomorrow.

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