CLAUDIA RUIZ

Hello and welcome to the ccNSO welcome session. My name is Claudia Ruiz, and I along with my colleagues, Julie Bisland and Joke Braeken, are the remote participation managers for this session. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior and the ICANN Community Anti-Harassment Policy.

During this session, questions or comments submitted in chat will be read aloud if put in the proper form as noted in the chat. Interpretation for this session will include English, Spanish, and French. If you would like to speak during this session, please raise your hand in Zoom. When called upon virtual participants will be given permission to unmute in Zoom. On-site participants will use a physical microphone to speak.

Please state your name for the record and the language you will speak, if speaking a language other than English and speak at a reasonable pace to allow for accurate interpretation. Thank you and with that I will now hand the floor over to Alejandra Reynoso, chair of the ccNSO. Thank you.

ALEJANDRA REYNOSO

This is Alejandra and I'll speak in Spanish. Good morning, everyone. Welcome to the ccNSO meeting. I'm very happy to be here in Prague, a city that has welcomed us. very warmly today I'd like to please ask you to do the following if it's the first time you're attending this meeting please stand up please stand up if you're a newcomer at this session Welcome. It's so good to have newcomers contributing ideas, innovating ideas to our group.

I'd also like to say the following. We have a new colleague system now. Precisely for newcomers, I'm not sure whether our colleagues are here with us right now. Jennifer, Nick, and Wafa. Wafa is here just in front of us. Wafa, could you please stand up? You can meet each other. No, I think it would be easier. And the idea of this buddy system, it's new. It's kick-starting in this ICANN meeting and it is to help newcomers to get involved with the ccNSO.

Another announcement I have to make is to let you know about the ccNSO cocktail, kindly sponsored by a local host and ERID. It's going to be tonight, so for those who have registered do not forget to get your stickers in the back with our lovely secretariat and there will be buses going since 6:15 from the entrance number 10, but for that you need to go out from entrance 5 and go around the building. You cannot reach it from inside.

With that, today's session will have the highlights by the MPC chair, Everton. We will have the ICANN meeting Strategy Review Progress with Jodi and Molehe and we will end with an IANA update from Kim Davis. So, with that, I'll pass it over to Everton.

EVERTON T. RODRIGUES

Thank you, Alejandra. Good morning, everyone. So, glad to be here in Prague with all of you and also whenever and wherever you are watching us online. So, good morning also for our remote participants. I'm Everton Teles Rodrigues from NIC.br and I'm so happy to give you an overview of the members meeting at ICANN83. I always need to remind myself to remember just to speak slowly so that our interpreters can make their awesome interpretation.

So, the members meeting is made by and for ccTLDs and this is important just for us to feel encouraged to join this space whether to learn, to speak, to listen or to present in a variety of ways that are what our ccTLDs have been doing. And as the chair of the meetings program committee, let's go to our next slide, please. I would like to introduce you to our members and this is the group that coordinates and manages the high-level schedule of the ccNSO-related sessions, including the ccNSO members meeting agenda at ICANN public meetings.

So, if you have any comments regarding the ccNSO-related sessions, let us know. Some of the MPC members are here in the room. I see at least one over there, my vice chair. We have another some of them joining the session here today as well and also remotely. So, we will be really glad to follow your comments and questions and everything that you need that you would like to tell us to improve the session.

So, and as Alejandra was also mentioning, ICANN meetings can be very overwhelming for first-timers. She has already asked for the newcomers to stand up, but still, I see that some newcomers are here in the room. But also, don't worry about it because there is a lot of helpful content in our ICANN Weekend and ICANN Learn. So, don't forget to check that and also the daily digest sent by the Secretariat of the ccNSO.

Next slide, please. Here we have an overview of our members meeting agenda, which again is made by and for ccTLDs. And on our next slide, we have the follow-up of our session today with a session by the IGLC, our Internet Governance Liaison Committee, exploring how the WSIS process has been implemented over the past two decades and how ccTLDs have contributed, especially through their engagement with national and regional IGFs.

Block three, we'll have a session to discuss how ccTLDs and governments can help overcome Universal Acceptance barriers and drive broader digital inclusion. And then on next slide, we have the ccNSO Finance Working Group that will continue to shape financial contribution models. Their aim is to deliver community-endorsed recommendations to the ccNSO Council here at ICANN83. And then at block four, I hope to see many of you at the ccNSO Cocktail.

So, next slide. Wednesday, we kick off with the session that was mentioned before, a casual meetup for newcomers and longstanding members. This session is dedicated to connect, share experience, and help build our community, the ccNSO. That's what the ccNSO is so much about, to promote this kind of interaction. Then on block two, we will have ccTLD News, chaired by Sulayman from .CI Cote d'Ivoire, featuring presentations from .AU, .GT, .CN, .KR, and .CA.

Then next slide, please. DASC, then on block three, we'll explore online scams, how financial crime and their links to domain name abuse have a focus on the – and they will focus on the ccTLD perspective around those themes. This will examine regional approaches and also challenges in combating abuses, highlighting shared goals. So, this will be the session organized by DASC. And then our final session on Wednesday will be a joint session with the GNSO Registry Stakeholder Group to address topics of mutual interest and explore areas of collaboration.

Then our Thursday on the next slide, we'll begin on block two, when we will hold the ccNSO Council Meeting 218, concluding our work at ICANN83. So, our next slide, we have this kind reminder for you to provide feedback after, at the end of every session. So, that's one of the tools that we have for continuously improve our sessions and our meetings. And also, when the meeting is over, we have a post-meeting satisfaction survey that will be launched.

And those are the tools that we as the MPC, some of the tools that we have to measure the quality and the satisfaction of our community with the meeting. So, please provide this feedback. That's it from my side. Welcome, you all, to the ccNSO and to

ICANN83. Have a fantastic meeting and thank you very much. Back to you, Alejandra. Thank you.

ALEJANDRA REYNOSO

Thank you very much, Everton. And before going to our next speaker, I would like to give the floor to Patricio Poblete, our Board member, that has some announcements to give us.

PATRICIO POBLETE

Thanks, Alejandra. Good morning, everybody. I'm Patricio Poblete, member of the ICANN Board appointed by the ccNSO, and I have some news from the Board. As you know, the ccNSO worked for a long time on developing a policy for a review mechanism where ccTLD managers that have been subject to some decision from the IANA where they disagreed or have some reasons to complain, could have an opportunity for that decision to be reviewed.

And that policy proposal was approved by the membership and by the council, so it went to the ICANN Board. And I'm happy to be able to report that on Sunday, the Board had a meeting, and in that meeting, the Board adopted the proposed policy by the ccNSO. So, now we're into the implementation phase, but approval is already now in effect. Thank you very much.

ALEJANDRA REYNOSO

Thank you very much, Patricio, for the good news, and looking forward to the implementation. With that, we swiftly move to Jodi, Anne, Molehe, who will talk to us about the process and How We Meet. Jodi?

JODI ANDERSON

Thank you. Hi, everyone. I'm Jodi Anderson from Internet New Zealand, or NZ, and I'm here today with Molehe to just give you a bit of an update on the How We Meet Process. We were at Seattle in the same session last time giving you an update, and things have moved on a little bit. So, we're going to update you on this process, just go through the process so far. Molehe will take you through the highlights from the council submission into this process, and then I'll finish by updating you on what we know about the process going forward.

So, Molehe and I have been engaged in this process as part of the community group that was put together for this process, and we've been engaged in this since the beginning of the year. Next slide, please. So, the process so far, was initiated around this time last year. There was a concern within ICANN of the increasing challenges of putting on the three main ICANN meetings, including finding venues that were safe, affordable, cost effective, and concern about the rising cost of those meetings.

So, I understand that the discussions started at an SO/AC meeting where participants discussed how to go about taking a look at this issue. It was agreed to assemble a group to undertake this work, a group made up of ICANN staff together with a discussion group formed from representatives of the SOs and the ACs. So Molehe and I were put forward as the representatives of the ccNSO, and the expert staff, ICANN staff, put together a Strawman paper outlining some potential proposals for how to change up the meetings or some ideas for how to get, how to change the meetings for the purpose identified, which I talked about before.

And starting in January through March, the discussion group which was made up of the community members and ICANN staff, met to, went weekly to discuss, so it was quite a full-on process, met weekly to discuss the proposals that the ICANN staff had put together. That process through sort of January through March, the community members were used very much as a sounding board. I think that the ideas that the staff had come forward were always going to go forward to the community for wider input, but we were used to sort of just identify whether something should be in there, whether it merited discussion, whether it merited input from the community.

And so, Molehe and I were there to input to these discussions from the point of view as CCs, and we also kept the ccNSO council up to date on the proceedings through regular meetings with them. So, leading up to Seattle, all of these ideas were put into a draft proposal document, and they were brought to Seattle, and those of you who were there or who were online engaging, there was a meeting during prep week where it was discussed, there was a plenary session, and as a ccNSO in this sort of introductory meeting in Seattle, we also discussed those proposals using Mentimeter and heard from those of you who were here and also online.

And then following ICANN82, the initial report was published, taking into account the input that I guess was heard at that meeting, and the Public Comment Process on the options outlined in that report was opened, and that Public Comment Process closed on 19th of May. Twenty-five responses were lodged, which looking at the Public Comment process page, that seems quite a lot compared to other things that are on that page, so that seems quite good, and the ccNSO council put in a submission on that, and we'll talk more on that in a minute.

The Public Comment Summary Report has been published, and just having a quick read of that, it looks like everything that was in the ccNSO submission has been picked up. Everything that I'm talking about here, if you want to look at it in more detail, can be found by going to ICANN's Public Comment page, you can just Google that, and then you scroll down to the bottom, you click on closed proceedings, find the How We Meet line, and all of the submissions are there, the initial report, the summary report, everything's there. If you want to go and read the council, the ccNSO council submission or anything like that. So, that's the process so far.

Next slide please. So, I'm going to hand in a minute to Molehe to highlight some of the content from the ccNSO submission. I just wanted to make a quick comment on the process from what I saw in terms of how the council developed the submission, and invite council members to input anything further. But from what I saw, the council took into account, among other things, mine and Molehe's views as participants in the process, including the inputs that we had made during the process actually into ICANN staff as they were developing the initial report.

The inputs received from all of you in that ccNSO meeting in Seattle, and the inputs received when the draft report was sent around to the ccNSO list. So, all of those things were input into the draft, and thank you very much obviously to the ccNSO secretariat who did a wonderful job drafting that and pulling it all together into the council. And as I said before, you can read that submission, it's with the others on the how we meet page. So, I'll hand over to Molehe now to go through the highlights of the submission.

MOLEHE WESI

Good morning, everyone, and good day for some across the globe. My name is Molehe Wesi for the record. Thank you, Jodi. In terms of the council submission, it mainly revolved around the duration of the community forum, the meeting location strategy, the online shift policy, the virtual only meeting, and also spoke to virtual sustainability. This, of course, summarizes quite a detailed document, and also which was shared with the community in terms of inputs. And those were provided and were much appreciated as per the message communicated.

Going back to the community forum duration, what was submitted was that there is a support for shortening the community forum to five days, while of course ensuring there is impactful and meaningful participation. This stemming from the various discussions as excuse me, my apologies for that. This stems from the various discussions as Jodi has indicated. Furthermore, this, of course, recommends that there has to be parallel sessions and full use of the prep week. And I think this also is part of the, I think, inputs given by some of the colleagues in the room and when we were also in Seattle.

In terms of the location, what came through strongly in the submission was it has to be accessible venues. Those that have equitable and accessible, one would say, visa processes and offers safety. And while, of course, not neglecting the fact that it has to be a cost-effective venue that is chosen and underpinned by regional rotation. There was, of course, a caution given through the submission to say we need to try by all costs to avoid repeating inequitable venues.

Moving on to next slide, please. My apologies. Next one to online shift policies. Thank you. The submission also spoke to supporting online policies only in cases of emergency while warning against using the shift as a cost saving mechanism, ensuring that there's clear criteria, transparency, and proper community input to avoid mistakes of the past. So, I think this draws from history where an incident occurred or incidents occurred. And then, of course, there was an overreaction on this one. Next slide, please.

Virtual only. I think there was an overwhelming consensus in terms of when one looked at the submissions opposing conversion of any regular ICANN meeting to a virtual only. And, of course, opposing a fourth meeting even if it was virtual. As this, of course, could lead to possible erosion of trust and limit participation depending, of course, where the participants would be. But the submission was very clear on its position opposing these. Next slide, please.

Financial sustainability. While, of course, substantively we spoke of the above, there was a reemphasis on looking at cost effective measures without reducing meaningful and impactful participation. And, of course, ensuring that there is efficient use of the venues that are actually identified for any ICANN meeting. I think as Jodi indicated, you can revisit the council submission which was shared with the community and also go to the Public Comment section of the ICANN site which details the final report. And with that, I hand over back to yourself, Jodi. Thank you.

JODI ANDERSON

We've got one more slide, I think. Thank you. Thank you, Molehe. So, we don't have a whole lot of information about what the process is from here. What we do have is we know that there is going to be a meeting this Thursday. The discussion group, so that's, again, the representatives from the different community groups and the ICANN Org experts will be meeting. We've got the details on the screen. The ICANN Org participants in this group are going to, they've told us they're going to propose some changes to the current report, obviously based on the submissions that they've received. And they want to discuss those proposed changes and next steps with us at this meeting.

This meeting is open to the wider community, so I would encourage you to come along if you're interested in this process, if you want to hear the discussion, and there might even hopefully be an opportunity to input to this, to the discussion. So, that's the first thing that's happening. And then following that, I've, this is the paragraph at the bottom of the Public Comment summary report, which I have found, even though this wasn't sent to us, it says that the group will finalize its report, it will be shared with the ICANN president and CEO, then there'll be an implementation plan based on the decision of the president and CEO, and that will be developed with clear timelines and there'll be a transparent implementation of the decision.

So, that's what's at the bottom of the report. So, this is the information we have on what the process is so far, and we'll be able to update you following that meeting and as the process continues. And that's it from us. Do we have time for any questions? Any questions? Jordan? Sorry.

JORDAN CARTER

Thanks, Jodi. Good morning, all. Jordan Carter, .AU. I'm vice chair of the council. One of the points of tension through this process has been whether this is a set of ICANN staff proposals about how to optimize meetings with a community engagement group to road test it, which I think is what it has been and what we've all understood it to be, and whether, and it being framed as the output of a community process.

The language in the second paragraph up there feels a bit more like the second one of those things. The discussion group will finalize its report. It is really ICANN staff will finalize their report after having discussed what's in it with the dialogue group. So, I guess I'm just making the point that I think it would be a shame if this got slipperily reframed as it comes towards an end as an output of a community-driven process.

I think it's really important for the integrity of the ICANN model that we clearly distinguish between things that are community-driven processes and things that are staff-driven processes. So, I just wanted to sort of say that out loud to test your agreement with that and see if anyone in the room had a different view. So, I hope that's helpful.

JODI ANDERSON

I think your characterization of this process is spot on. And since the very beginning of the process, there have been concerns raised by the community participants about how the process has been characterized in terms of that, it's a process driven by the community members on the group as opposed to a process driven by ICANN with the community members being a sounding board.

And we've had to, I guess, amend the language in the reports as it's gone along to make it clear that it's the way you characterized and not the other way.

So, we'll be keeping an eye on that as the final report comes out, just as you've suggested, because I think that's important as well. We'll obviously, Molehe and I will obviously be trying to get into the final report, all of the issues of importance that the ccNSO Council has identified in the submission. But as you say, the characterization of who's written the report and then who then will make the decision, it feels to me very much like an ICANN process where the community's been allowed to engage or, where the community has engaged rather than a community-driven process, as you say. Anything, Molehe, to add to that?

ALEJANDRA REYNOSO

Well, thank you very much, Jodi and Molehe, for the hard work that you've input in this process and looking forward to the Final Report and to this session. With that, we will move now to the IANA update. So, I'll give the floor to Kim Davis.

KIM DAVIS

Thank you, Alejandra. Good morning, everyone. My name is Kim Davis. I'm the head of the IANA team. Joined with me is Marilia Hirano. She's our director of IANA Strategic Programs. Thanks for the opportunity to update you on IANA this time around.

First, I wanted to just share with you, general performance metrics for the IANA functions. Many of you may know there is a series of 64 service-level agreements that oversee how we perform our Naming Functions for TLD operators, such as ccTLDs. We're pleased to report that throughout this entire calendar year to date, we've met 100% of those SLAs. So, it's a great job by our services team in delivering those root zone management functions.

After any of you perform a transaction with us, we tend to send a survey on how, asking a simple question, how did we do? This is something we do across all the different facets of services that IANA provides. Pleased to report here that the average satisfaction rate for calendar year to date has been 98.5%, with a response rate to those surveys of 27%. Another useful metric of our performance is an annual survey that we perform. This is of ccTLD managers, ccNSO council members, and other kinds of leadership and customer bases across the different areas of the IANA functions.

This year, our overall participation rate in this survey was the highest ever at 16%. Our satisfaction was also rated at the highest level, since 4.2%. That should be 4.2 out of 5.0, so apologies for that. 4.2%, I'd be very worried. And I'm pleased to report here that ccTLD managers who received the survey, participation this year doubled. We had a 16% response rate from ccTLD managers.

In terms of what areas were stronger and weaker from this group, ccTLD managers rated us highest on fairness, how we fairly provide the service, and lowest on innovation, with a 4.0 out of 5. In terms of the ccNSO council members, which are scored differently, there we were rated highest on timeliness, 4.3, and lowest on measures of accountability and attentiveness, with a 3.8. Now, when we give these surveys, we also have an opportunity for the respondents to provide written responses on areas of strategic priority that we should focus on.

To summarize those comments, we were asked to focus on innovation, building awareness of the IANA functions, and finding effective yet sustainable ways to engage with the community. Just as a reminder, this survey is conducted by a third-party research firm, so these responses don't come directly to IANA, but they're provided to this research firm, which provides us with a distillation of the feedback that is received. The full survey report is available on our website.

Next slide, please. So, I wanted to remind you or notify you of the availability, as of late last year, of a new API for root zone management. This is an important tool for many of you operators, that allows you to essentially automate a lot of the transactions you would do with IANA. This is one of the highest priority items that was reported to us in recent years, that sophisticated operators of TLDs wanted better ways to automate the transactions with IANA, and this is particularly important in a couple of areas. One is, if you're an operator that operates multiple TLDs, previously the process of performing bulk operations was particularly difficult. You'd essentially have to lodge individual requests for each TLD under management, if you wanted to do some kind of bulk operation.

Now, you can use this API, which makes it much more straightforward and much simpler to do a bulk operation. This is particularly valuable when we do a DS key rollover. So, if you're operating DNSSEC, it's good hygiene to periodically change your cryptographic keys, but in doing so, it's a set of fairly burdensome operations coordinating those changes in the root zone. This API makes that process a lot simpler. So, the way it works is that TLD managers or their representatives have accounts in our system.

Users of the system can log in via the web portal with their username and password, and then in that system can generate what are called API tokens, and these tokens can then be used in tools to talk to our system automatically. In that interface, you can create, revoke, and track your token usage. So, you can issue these tokens and then monitor how they're being used. If there's some kind of compromise or some kind of concern, they can be revoked. We also offer an operational test and evaluation environment. So, those that are building tools that want to interact with our system can test them in a non-production environment to make sure they work as expected without it impacting real world applications.

So, that data is loosely based on real world data, but it doesn't do, obviously, it doesn't impact the root zone itself, but it doesn't send emails, it's a self-contained environment. Next slide, please.

Multi-factor authentication is another function that we recently released. It's available as an opt-in feature. We're not requiring it at this time, but it is certainly something that allows you to add an extra layer of security for your TLD management accounts. And essentially, we use the very common TOTP protocol developed in the IETF. You might be very familiar with this. It's the six-digit rolling code that you get in Google Authenticator application, for example.

We also provide you with recovery codes so that should you lose access to your Authenticator device, you can use these recovery codes as a backup. However, should you lose all of your credentials, multi-factor authentication credentials, you will need to go through a process with IANA staff to reprove your identity with us as part of this process.

The idea is that once you enable multi-factor authentication, we essentially protect your account to a higher level. And so, you will not be able to simply go hit forget password, get an email link back to your account, and then use that to re-establish access. You actually need to go through an additional procedure of talking with IANA staff and reproving your identity to get access to your account.

Next slide, please. So that leads to our customer identity program. How do you reprove yourself to IANA? And this is at the heart of what we've done here. Now, historically, we've not actually known who many of our customers actually are. All we had was an email address, often a role account, so we didn't actually know the person behind the account. And this means that if you had a role account and you lost access to your account, if you contacted IANA, IANA didn't really have a way of confidently confirming who you are, that you are a formal representative that's behind that role account.

So, to address this problem, we've begun a program over the last year to start to establish the natural identity of all of our customers. This doesn't mean you can't have role accounts, but it does mean that behind those role accounts, you should establish who the individuals are within your organization or that you have appointed to represent your organization that are permitted to transact with us. And this has a number of benefits, but primarily we're doing this from a security perspective so that should any of those individuals lose access to our system, they can re-identify themselves to us in a way that we can confidently assure that that person is who they say they are.

This also has compliance benefits reasons, but that's not the primary reason we're doing it. Currently this is an optional program, but we are requiring it for multi-factor authentication. So, when you upgrade your account to use multi-factor authentication, through that process you will be required to prove yourself through our customer identity program.

How does this work? Well, we've engaged with a third-party provider where this is their specialty and essentially what happens is that you go through an online process where you need to provide government issued identification for your identity. And then also does some tests, like you have to look through a web camera or your phone camera and then through that they identify that you are who you say you are.

This is something that is increasingly common, for example, when you get issued boarding passes on your phone, you have to supply your passport, prove you are who you say you are, very similar technology that's being provided. And I think importantly here, IANA never saves any of these sensitive documents. This third-party provider only retains it for as long as to perform the check, then it notifies IANA, we've confirmed this individual with this name, but nothing else is retained by IANA once the process is completed.

Another development, very recently is that we've enhanced and expanded our audit program. For those that are not familiar, since 2010 we've engaged a third-party auditor to audit aspects of how the IANA operations are conducted. It started with what's called today a SOC3 audit of our root zone KSK management. This is the cryptographic keys that are used to secure the domain name system. It has since expanded to include our key registry management systems. I realize now key here has two alternate meanings.

Here I mean the primary registry maintenance system, so our root zone management system, the systems we use to support the IETF, things like that, making sure that the security and operational controls around that are appropriate and operating effectively. But what is new is that in our 2024 audits that were just released last week, we've also expanded to include a SOC3 audit for those same systems. Essentially what this means is there is now both a private and comprehensive report that is given to key community stakeholders for our registry maintenance systems, but there is also a high-level public report that is now available for anyone to read regarding those controls and systems.

We've also recently launched our own RDAP server. RDAP is something that many ccTLD operators are rolling out. It's now a requirement for gTLD operators to deploy this as well. If RDAP isn't familiar to you, it's sort of the next generation WHOIS service that has a number of benefits over traditional WHOIS service. We're incrementally rolling out the functionality in the IANA RDAP service. IANA's RDAP service is very unique because of the role that we play.

We have a unique responsibility in terms of operating the root zone, a number of top-level domains, some other domains, but also IP address allocation functions and a number of other things. So, our RDAP server uniquely has to support functionality that is uncommon and wouldn't be used by any other party. But as a result of this, we're experiencing some unusual behavior that when we start deploying our RDAP server in certain contexts, RDAP clients essentially misbehave because they're not expecting RDAP services at the levels that IANA provides. So as a result, we're sort of like slow rolling our implementation of how we implement RDAP because we know that if we were to sort of insert RDAP records to certain aspects of our RDAP service, it would break RDAP clients.

We're working closely. I mean, right now, most of our effort here is directed at the IP address space. We're working with the RARs to work out the right way to publish information IANA's in RDAP in such a way that it doesn't sort of break those clients. And it could result in updating the RFCs or seeking to speak with RDAP client vendors to update their software so those kinds of unusual behaviors don't happen. But we don't want to break anything in the process.

We're doing this slowly and very methodically. But a message to you here, if you're a ccTLDs manager and you have an RDAP server, it will not receive any traffic unless you list it in IANA's RDAP bootstrap registry. So don't forget that you need to list it with us. Go into the root zone management system. You can add your RDAP server there. And then we will in turn publish your registration in the bootstrap registry.

Another recent development, not directly related to TLDs, but interesting, I think, nonetheless, is that we've been working with the regional internet registries for a next generation of service level agreements that governs that aspect of our functions. The primary gap that was seen there was that we operate something called reverse DNS. Reverse DNS does the opposite of what regular DNS does. Typically, a DNS query, you give it a domain name and it turns it into an IP address. Reverse DNS does the opposite. You give it an IP address and it returns a domain name. And this is one of the complementary services that is involved in IP address allocation.

So that's a service that IANA operates based on data and requests that are provided to us by the regional internet registries. But one thing that we observed a few years after the IANA transition there was absolutely no SLAs governing how that work was done. So, we had a common recognition that this was essentially an oversight. It wasn't intentional. We agreed that there should be SLAs that govern this service. So, we discussed what those measures and metrics should be. And a contractual amendment was executed late last year.

As a result of that, in April this year, we started publishing more fulsome metrics for reverse DNS and other minor aspects of provisioning for regional internet registries. So, if you're interested in that, that's now available on IANA's performance webpage as well. Next slide, please. And a real area of focus right now and a hive of activity within our team is we're working on a refresh of our website, a very significant one. Key aspects of this redesign include modern navigation.

Our website hasn't really been fundamentally redesigned since 2007, which was quite a while ago now. And we think we can make a lot of improvements to the experience of navigating our data, which I think is fundamentally our bread and butter. We're here to be an authoritative record keeper for over 3,000 different types of registration data. And the bulk of our customers are people that want to navigate and read that data, search it, filter it, download it. So, we want to make that experience a lot better.

We have a lot of information on our website that's really hard to find. It's buried in some nook or cranny of the website. So, we want to make those things easier to find. The core experience of navigating the data itself, we want to make better. And we also want to expand significantly our machine-readable formats. And this includes making a machine-readable version of the root zone database. Right now, we know many people sort of scrape our web view of who runs what TLD, but there'll be formats available for download that will allow you to do that in an automated way. With that, I'm going to pass it over to Marilia to go through the remainder of the slides. Thank you.

MARILIA HIRANO

Thank you. Hello, everyone. If you can go to the next slide, please. Okay, so I think this is where Kim stopped. And Patricio's news, this is going to be added now here too, since you recently announced the Board approved the review mechanism policy. So included here will be for us to look at that and work on an implementation plan there. In addition, we have been working with the CSC on an SLA amendment process, which we just completed Public Comment on.

The staff will be working on publishing the report on the Public Comment. The ccNSO Policy Gap Analysis Working Group, we're participating in that. We've been over the past year, I believe, or a little bit more with the ccNSO. The Retirement Policy Implementation, and also the second IANA Naming Functions Review, which also we finalized the findings and published the summary report very recently. Basically, the findings were that we are operating reliably, efficiently, and serving the needs of the IANA Naming Function customers.

There were no major opportunities for operational improvements. The recommendations are fairly minor for us to implement. So, we will be working on that in the coming year. Next slide, please. Then future priorities, and as you all know, we published the IANA 2030 strategy, which is the next five-year Strategic Plan for PTI, where we focused on three main areas, innovation, operational excellence, and community engagement. And I will talk about what the priorities will be for year one in the next slide. It's largely a refinement on the prior five-year strategy.

So FY21 to FY25 was the first ever Strategic Plan since PTI was created to manage the IANA functions. And then now this is the second starting fiscal year 26, so starting next month. And of course, it still supports ICANN's strategy for the next five years as well. Next slide. So, our priorities for the coming year are, we'll begin implementing that Strategic Plan. So, on the innovation focus area, Kim mentioned the enhancements that were just released for our RZMS.

We will continue to focus on enhancing and modernizing RZMS, especially as it relates to getting ready for the next round of New gTLDs. We also are maturing our project management framework. Agility is something that has been asked of us more frequent releases for our system updates, and we are maturing the framework to include more agile methodologies into project management.

Operational excellence. We are aligning our continuous improvement efforts with the Baldrige framework, which is part of the NIST framework. We are enhancing our performance reporting. We want to include customer satisfaction data in the performance reports. Kim mentioned the how do we do survey, which happens after a request is processed. So, we want to include that. And also, and this was a big ask on the ccNSO when we discussed with the ccNSO SOPC, progress measurement. And we will enhance our performance reports to include progress against the IANA 2030 Strategic Plan so that the community understands where we are if we are working toward those goals.

And then working with the PTI Board this year on revealing the lessons learned from the previous Strategic Plan to make sure that we continuously improve and adapt for this coming year. Lastly, on community engagement, one of the areas that we are working on, and I saw when Everton was speaking, he was asking you guys to fill out a survey post meeting to address more timely feedback. And then this is exactly aligned with where we want to take the

IANA annual engagement survey to allow for more timely feedback on our speaking engagements.

We want to hear from you what you thought about, what we talked about, and what should we be talking about, what do you want to hear from IANA. So, we want to restructure that to allow for post-event, per se, or if it's a webinar, post-webinar surveys. And then working with ICANN's regional teams to develop a tailored engagement strategy in underserved areas.

So, we already started doing that in fiscal year 25, but we plan on having more robust strategies for outreach into areas that we don't, and with community groups that we don't necessarily engage as often as we do with the SOs and ACs here at ICANN meetings and ITF and RIRs. And then lastly, we need resourcing to implement all of that, the initiatives in our Strategic Plan.

So, we are developing a robust long-term resourcing plan that will allow us to facilitate these initiatives that I just mentioned here. I don't know, Kim, if you have on RZMS, particularly, what the next features, what the next priorities are, just so we can conclude here.

KIM DAVIS Yeah, thanks. And apologies, this was a slide and it kind of got lost in production. Yeah, we have a roadmap for future red zone management system development, which I think is of particular interest to this group. Some of the functions that we're working on over the next 12 months include reducing friction in the process.

And one of the key identified areas of friction is that some of you, when you submit requests to us, there is some minor technical issues that might be flagged by the system.

Generally, these are legitimate technical issues that you should address. However, often a TLD manager might look at the technical issue that's been identified and say, well, this is a minor issue or this is operating as expected. We have an unusual configuration here. Nonetheless, we think this is okay. It should proceed. Currently, when those kinds of situations happen, you need to write an email to our staff to essentially ask us to waive the requirement. And our staff need to manually review that email and then waive that internally.

So, one improvement that we're looking to do is for some of these low priority issues, essentially give you the ability to self-dismiss the warning. So, in the interface itself, essentially in real time, it will present you with the issue and you can just say, okay, I accept, please go ahead and the process will just move forward. So, we think that this will be a useful evolution of how it works. For some of the more critical technical issues that will not be possible, but for minor issues that will be available.

We also want to improve the authorization policy model. As many of you know, a couple of years ago, we kind of radically changed the way you can configure access rights to our system to grant certain users different privileges to approve or implement certain types of change requests. The idea here was that by giving more granular control to different staff, you could give different permissions based on people's job responsibilities. You could give staff in your technical team access rights to perform technical operations only, but maybe some more critical changes, like changing who operates the domain, for example, require a different level of privilege.

So, you could appoint roles and responsibilities to different accounts as you saw fit. So that was implemented and it's been relatively successful, but we have gotten some feedback on how we could refine that operational model. So essentially doing a version two of that sort of framework, enhancing it. One of the particular requests we've received is that a number of you use third parties to manage your DNSSEC, your KSK rollovers, and you want the ability to give just enough access to those third parties to just manage the DNSSEC component of your domain, so that they can sort of independently manage your KSK and the rollovers associated with that without being able to modify any other aspects of your domain.

So, we're looking to implement some controls to enable that. We're looking at enhancing password-less authentication for our system, so some of you might be familiar with pass keys. These are non-password-based authentication. So that's something we're exploring adding as well. Very substantially, we expect to do significant work on variant implementation. We have both policies that have originated from the ccNSO in PDP4 to implement variants for the ccTLDs, but also variants as part of the next round of New gTLDs.

And the confluence of these two policies means that essentially IANA needs to implement variant support at the root zone. This will be a significant effort that we need to implement in our systems and our operational practices.

And then lastly, a primary area of focus for Rizzo Management this year will be temporary delegations for Name Collision Assessment. If you're not familiar with this, one of the new aspects of the Next Round of gTLDs will be involve temporarily delegating every applied for string in the root zone for a short period of time, probably something of the magnitude of 90 days, for the purposes of identifying if this string exists, will there be any unexpected negative behavior in DNS resolvers.

This is to address the situation where sometimes domain names are used in private applications, private networks in a way that we don't expect and then once they're put in the root zone, aberrant behavior happens. For example, a very common piece of software might stop working. So, by temporarily delegating these strings in the root zone Prior to any production usage, we hope to identify any of those behaviors so that they can be corrected in advance. But this is the new process. We don't have in IANA a business process nor a technical process to temporarily add and remove TLDs in the root zone.

We have this very substantial process of delegation and revocation, but we need to model something that is appropriate for implementing this new process for the next round. So that's essentially our work program for the Root Zone Management System for the next year that we have planned. We'll just note that, as always, we welcome feedback. We welcome ideas for improvement of our products, whether it's Root Zone Management System or our product delivery in general.

We're here to service you. So please give us your feedback on what we're working on. Tell us what to prioritize. If you have questions, if you have ideas, please feel free to approach us. and we welcome that kind of input. So, with that, that's the end of our presentation, but I'll pass it back to Marilia.

MARILIA HIRANO

So just on a couple more points on our priorities that are important projects we are tracking here is, we're continuing to work in preparation for the next key rollover. That will continue to be a priority in fiscal year 26. And lastly, last year we published the algorithm rollover study for the next algorithm rollover, which is not planned until 2029. But we are developing alongside our stakeholders and also VeriSign, working closely with VeriSign on developing an operational plan based on the recommendations for that algorithm rollover study.

So, this work is continuing in fiscal year 26. And we have the goal for this year is to take the operational plan draft that we are working on out for Public Comment and invite you to provide feedback on that. So, with that, I believe I mentioned all of our priorities, so I will pass it to Alejandra. Thank you.

ALEJANDRA REYNOSO

Thank you very much, Kim and Marilia. Are there any questions for Kim or Marilia? Jordan?

JORDAN CARTER

This is not a question for AINA. Sorry, guys. Good morning, all. Just very briefly, we've been doing a lot of work on Policy Gaps Analysis in the ccNSO in the last few meetings. And I realized we didn't have any space on the agenda to tell you that the work of the Policy Gaps Analysis Working Group has finished. We closed the group at the end of May.

The council adopted the report, and the key follow-up is to do two study groups to investigate aspects of this. The ccNSO council will look at the terms of reference for those study groups at the meeting on Thursday. One is about IANA records, what is published, what to do if they're not accurate, and the other is on whether there might be a role for IANA in dealing with disaster recovery for CCs.

So once the terms are done, there'll be a call for volunteers. If you want to be. part of studying either of those issues, start getting ready to think about volunteering and getting involved. Thank you.

ALEJANDRA REYNOSO

Thank you, Jordan. Seeing no hands up, thank you very much, Kim and Marilia, for your update. With that, I will take the opportunity to ask Jennifer, as the chair of the onboarding and mentoring committee, to say a few words regarding the buddy system. This was an initiative that is a result of the request from you, from the CC community, that it was much needed. So now it's under implementation. With that, Jennifer.

JENIFER LOPEZ

Thank you, Alejandra. Hello, everyone. The Buddy System is a mentorship initiative within the ccNSO designed to help newcomers and feel integrated into our community. And we match new members with experienced volunteers, their buddies who guide them through how this is in so worse, how they navigate meetings and documents and connect them with other members.

Our goal is to support participation encourage engagement and build lasting relationship within this is ccNSO and if you're more experienced, one we love to hear from you, and also if you are a newcomer you can write to Claudia and we will match you with Web Buddy. Thank you.

ALEJANDRA REYNOSO

Also, the three buddies for today's session are right in the front row, so if you please could stand up so people can see you. I know there are more people that joined the room now, and if you are a newcomer and you would like to learn more, please reach out to them. So, thank you very much, Jennifer, Nick and Wafa. And welcome all the newcomers to the ccNSO once more. With this, we've reached the end of our-- Oh, yes, please.

BART BOSWINKEL

Maybe it's not just for the real new, new newcomers. It's also people who attend this meeting for the second or third time and want to learn more about it and might need some or want some assistance, help, guidance throughout the week. they are very welcome as well to participate. Thanks.

ALEJANDRA REYNOSO

Thank you, Bart. And with that, remember tomorrow at 9:00, there will be a session where we are expecting everyone that needs a refresher or an introduction to join this group. And with that, can we please put the last slide? Because if I remember correctly, feedback is much appreciated. So, as you know, this is not the only time you will see this. Every time we have a ccNSO session, we use Mentimeter. You just need to join at menti.com and use the code that you see above the slide. We take this feedback into consideration for future planning for the MPC.

This is the meetings program committee. It serves a good purpose. So please, this is the first session of today, but be ready for the next ones where we will see this happening. And while we are doing that, let me tell you that we are soon, soon, soon going to coffee break. And we expect you back here at 10:45 for the session of ccTLDs and IGFs 20 years of WSIS implementation and the road ahead, so please enjoy your coffee and be back for that session. With that we are adjourned. Thank you.

[END OF TRANSCRIPTION]