ICANN74 | Policy Forum – ccNSO: TLD-OPS Standing Committee and Security Subgroup
Wednesday, June 15, 2022 – 16:30 to 17:30 AMS

CLAUDIA RUIZ: Hello, and welcome to the ccNSO TLD-OPS Standing Committee and Security Subgroup Session. My name is Claudia Ruiz, and I, along with Bart Boswinkel are the remote participation managers for this session.

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Thank you all very much I will now hand the floor over to Jennifer Thank you.

JACQUES LATOUR: Thank you. Welcome to our ICANN4 Standing Committee Session. This is a standing meeting, so everybody should get up. No? Yeah?

UNIDENTIFIED MALE: No.

JACQUES LATOUR: That's a French translation, if you ... Sorry. All right, a little bit of humor here. So, welcome. This is our first session in quite a while, so we're going to do an intro on what TLD-OPS is all about. And after that, we're going to have a Standing Committee meeting, and it's mostly going to be internal issues around action items and plans and strategy. So you can stay around and listen, but it's mostly for us to plan or strategy.

So if your question you put in the chat and then if you can state your TLD and if your part or not ... If you're a ccTLD, put which one you're with. And if you're TLD-OPS or not. Because the goal is to recruit all of the TLDs. Next slide, please.

So we'll do an introduction of TLD-OPS. We'll do that quickly. Then we're going to review the status on operational issues that we had since the beginning of the year, I think, is the time frame that I put in. Régis is going to talk about the AFTLD DR/BCP webinar that he did. Then we're going to have a discussion on the Security Committee report.

We may do Action Item 5 before a couple because Brett has to leave sooner. So if timing is ... So that one might be done before. And then I want to have, as part of the Steering Committee, a good discussion on the Action Point Review. There's stuff we need to do to enhance our contact repository. That's the agenda. Next slide.

So the reason that TLD-OPS exists is to ... Our goal is to create a contact repository of all of the security contacts inside all of the ccTLDs. That's the objective. We operate a repository and we have a process to add and remove contacts.

So right now we have about 290 people, a little bit more than that, on that list of security contacts for all of the ccTLDs. And we have over 200 ccTLDs on that list. So if you're a security contact inside TLD-OPS and you see something happening on another ccTLD. You should be able to go and contact the repository, find their security contact—another ccTLD—find their phone number and e-mail and reach out to them. So that's the objective, if somebody sees an issue.

The other advantage of this is if a ccTLD is under attack, you can quickly go in there and find the contacts of people to help you with that security incident.

So the data repository enables us to create a mailing list with all of these contracts. And then we can share information on that list.

So the important thing to say here is that TLD-OPS is there to help the ccTLD to enhance their incident management process. Anything that impacts operational security, that's the goal of TLD-OPS. You can reach out to that list and say, "Hey, I've got this thing. I don't know why. I need help." And usually, you'll get an answer from the community.

It's important. This does not replace the security team inside a TLD. So it's there to extend the team in case you need help.

And we have the Standing Committee. I'm Jacques Latour. I'm with .ca. I'm the chair. Do you want to introduce yourself? Yeah?

Régis Massé: Régis Massé, former CTO from AFNIC. And I'm the vice-chair of the group.

BRETT CARR: I am Brett Carr from .uk. Another member of the group. I'm the chair of the Security Committee.

FREDERICO NEVES: I'm Frederico Neves from nic.br. Another member of the group.

ERWIN LANSING: Erwin Lansing from .dk. Also a member of the group.

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ALI HADJI MMADI: Ali Hadji from Comoros from .km, and the liaison of ccNSO Council.

JACQUES LATOUR: And we have Abibu from .tz. And then we have the liaisons, Warren Kumari from SSAC, John Crain. I haven't seen him, from SSR—

JOHN CRAIN: I'm here.

JACQUES LATOUR: Are you there? Hey. You're here. Nice to see you. Kim Davies from IANA, and Kimberly, Kim, our … Without her, nothing happens. So, she's [inaudible].

So we're the team that planned this meeting. We plan TLD-OPS. We do the administrative, all of the work to support the group to try to create value with TLD-OPS.

Any questions? Next slide, please.

So we have a mailman server. And basically what it does is, it takes all of the contact repository, it creates an e-mail, it e-mails that to all of the contacts every two weeks along with instruction

and the latest information that we have around TLD-OPS. So that, in a nutshell, is TLD-OPS.

As part of our steering meeting, we're going to talk about ... I want to talk about a lot of enhancement that we need to do to TLD-OPS to increase the trust in the community to use this. So that's going to be the topic for the meeting.

Today the contact information that we track is the name of the person. We have three contacts per ccTLD that we track. We have their personal phone number, the mobile phone number, the business e-mail, and their personal e-mail. So that if something happens, if somebody is under a DDoS attack or they're compromised, it can reach out from a personal e-mail address and a personal phone. And you can track in here to say, "Yeah, this seems to be that person," and then you can have a discussion with them. So that usage on the TLD-OPS, we don't have visibility to.

So we know that we e-mail stuff to all of the 400-ish participants every two weeks. We see on the mailing list the e-mails that people send out—so the security notice and questions that people have. But what we don't see or what we don't have visibility is when a ccTLD contacts another ccTLD for a security issue. We have zero visibility on that. So we assume it happens. Sometimes we've seen evidence of it being used, but it's not something that we can measure how many instances of a certain

event happens/occurs. So in a nutshell, that's TLD-OPS. Next slide.

So we have a page on the ICANN website that provides an overview of the TLD-OPS secure … Well, that was the old name. But it shows all of the process and procedure to join TLD-OPS— the forms you need to fill, the e-mail you need to send, and the process to follow to get on the list. It's all documented there.

We also have a Wiki space inside the ICANN community. The ccNSO space for TLD-OPS. And in there, we have a couple of workshops. All the information about them that was stored in there.

So, one thing we tried to do with TLD-OPS to increase the value is we created the DR/BCP, Disaster Recovery/Business Continuity Playbook. And we also had workshops with the community or a half-day session to simulate disaster and get the people to do the entire process of mitigating and responding to a disaster by following the procedure that we built. So that's something we may redo in the future meeting.

We have a DDoS Mitigation Playbook in there. So this turns out, we still need to figure out what the value is to the community. If they like … We know people like DR/BCP playbook and workshop that we did around it. That was a great success. But I don't think there's too much value in us doing more DDoS Mitigation Playbook. It turns out that the Standing Committee has to do all

of the work to generate the playbook that may or may not be used. So we have less interested in doing that.

But a practical workshop on the DR/BCP, I think there's value for that stuff.

Brett.

BRETT CARR: That said, Jacques, I think if the members of TLD-OPS got ideas of other things like the playbooks and they're prepared to contribute into executing them, we would definitely be in favor of coordinating those efforts.

JACQUES LATOUR: Exactly. You know, one playbook I think we should build ... But I'm not proposing that we do it. It's a lot of work. We should have a ransomware playbook. So we should spend a whole lot of time and effort to document step by step, take whatever, figure out who wrote what. Maybe even assign ... Like John can help us with putting that together. But that takes a lot of time and effort to do. So if we have the support, the ransomware playbook would be useful for all of the ccTLDs to respond to. But other than that, I don't think there's much more we could do.

So we have Wiki pages. We've got lots of information there. And then the workshop. So the more help we get on that, the better it is. Next slide.

That's the last update. So on the list, we had six security notifications since January. Brett's going to talk about the security stuff in his section. And then we had nine changes over the course of that time—what, six months-ish—of add changes since January.

The stuff in red is the Steering Committee's question that I have. So we have 390 contacts. That's where, Kim, you need to start taking notes. You.

So, we have 390 contacts, or 200-ish TLDs. The issue that we have today is that we don't know if all of the contacts are up to date, and we don't have they're recent. We don't know if there's somebody in the back and if they're still working for that ccTLD. So what I'd like to see is that inside the IANA system, you have a list of all of the ccTLDs in there. We can have the TLD-OPS contacts and then …

Because we have an outsourced mailman service with DNS-OARC and we manage everything manually and there's no mechanism in there to do contact management, so we need to move away from that, implement the best practice to manage our contacts. And then at that point, we would know exactly how many contacts we have. How many are stale. How many are good. I

mean you're good. Their last update status. And I think that would go a long way in building the trust that the information we have is accurate.

And there also needs to be a process that the tech and the admin contact for the CC. They see what the contacts are set up for their ccTLD, and they can approve or they can review that. But today we don't do that because we don't have a mechanism to link it back. We could do it manually, maybe, but it's not …

All of this has to be fully automated and then we probably would not need to e-mail all of that information on a regular basis because there's e-mail, then there's personal phone number, personal e-mail. I'd like to get away from that and have a system outside of OARC to this. So, that's discussion #1.

ALI HADJI MMADI: But we cannot [inaudible] the number of this contact [inaudible] what exactly because we have, for example, 10 numbers but this is why we didn't have [inaudible] number. Do we think now we have just the max in this group? Or we have the challenge just to invite someone else to enter the OPS. [I do not know if you] understand. [speaking French].

RÉGIS MASSÉ: The question is, for the audience, we see that the number of inscriptions of the mailing lists or the number of ccTLDs is still

since three years now. And each time we try to promote … And I will just speak about it in the next slide when I had done the webinar [inaudible] TLD. We see that every time we try to promote this group, people seem to be interested in the group but don't just send an e-mail to join the mailing list.

So I'm not sure we have reached the total of the [inaudible]. I think we have to continue to get some … [Those] ccTLDs that are not in the list. With Kim and Jacques, we are following the world map to see which ccTLDs are not on the list. And we try to contact them directly, but it's not easy to make them join.

And I think the main point here is, as I say every time and Jacques explains it, it's based on nominative contact. It's not [addresses]. It's not a list of people. So we can think there is … One point very important in this case is to have trust in the people because it's sharing security [problems]. And I can feel that people don't want to share security things. If you see the security alerts, the small number of security alerts that is on the slide, you see that it's always the same people who'll declare things.

Okay. Never mind. [Always], community can get the information. And perhaps in the second step, they will try to give information. I'm not sure of that, but I hope. Yes, I am. I am an optimistic guy. But I think we can continue to promote and get older CCs if we can.

Jacques, I don't know if you're …

EN

JACQUES LATOUR: Well, I don't think we've added a new TLD in a while. So, yes, it's stale. So we need to figure out a better process because we really … The contact management system, how many CCs we have under management, it's hard to manage and process today.

WARREN KUMARI: Thank you. Warren Kumari, Google. So somewhat as a follow-on from that also the last bullet on this, do we need some sort of contact validation process. I'd looked into services which can actually make phone calls to people and validate that the phone numbers work, and I ended up abandoning that because all of the services that I found didn't understand the concept of time zones very well. And having it call people at 3 AM and be like, "Hey, do you still work for this" would be bad.

But I think that if we did have something like that and also if we have a better way to just sort of validate e-mail, etc., that will help make people feel more like part of a community. And trust only exists within a community, so making sure that people feel that they're involved by making sure their contact information works, that they're still reachable, sort of helps make them feel part of a group. And then they're, I think, more willing to share.

Something else that we'd also looked at, at some point, was putting the contact information in an easier-to-reach format

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other than the mailing list, like a shared address book so it syncs to your phone or something. Because that way, if you do need to contact someone, there's a "I'm part of a group. It's this thing in my in my address book." Not I go find the e-mail list and then page through that and then try and find a name which [matches].

BRETT CARR: We actually do use, at Nominet, one of the notification things that checks people's phone numbers for all members of staff. I don't know if [inaudible], but I'll look into that when I get back.

I think the point you were making that we haven't added a new TLD for a while. I think the thing about that is we know how many are left. What we don't know is how many of the existing ones are still valid. And that's probably worth spending more effort on than trying to get the ones that are left on.

JACQUES LATOUR: So we have Bill and Kim. I'm not sure which one was first, but you can finish.

WARREN KUMARI: Just as a very short follow-on from that. I think that you called on me. Or did I misinterpret that? Okay. As a very short follow-on we did recently try and reach a TLD and, like, there were three contacts listed. And two of the cell phones didn't work, and the

other one, the person was out. And I'm sure that Kim has many stories of contacting.

JACQUES LATOUR: Kim.

KIM DAVIES: Yeah. Thanks for raising this. I think that the vision that you shared, Jacques, is actually very similar to a discussion I think we had at the very first one of these. And if my memory serves, it was in the last ICANN Singapore meeting which I just realized was seven years ago.

But I think the notion of IANA being able to support this initiative makes a lot of sense. We're well placed to authenticate customers. We have a system that people log into and can use to interact with us.

As you may know, we're currently doing some significant revisions to that system. We're adding this new concept of authorization contacts that will have new roles in terms of managing TLDs. And I could totally imagine adding an additional concept of, let's say, security contacts that TLDs could self-manage through our portal and keep up to date. And we can enable a lot of things that have just been discussed.

So in principle, I'm on board. I think this is a great idea. But, of course, it just comes down to a matter of resourcing and priority. Where does this rank in terms of all of the other initiatives we have going on, and so forth?

I think, conceptually, happy to support exploring these ideas further and flushing them out. But it does come down to a question of relative priorities. But very happy to engage on this manner.

JACQUES LATOUR: Thanks. Bill.

BILL WOODCOCK: So I'm not, Kim, if you just volunteered or didn't volunteer, but that was basically what I was going to do as well here. About 150 of the CCs are using us for DNS, and so we maintain contacts for all of them. And we used to do active phone contact validation annually for autonomous system number contacts. And then we stopped doing that when GDPR became a thing because we weren't sure that we really wanted the liability around holding that much PII. But I think, at this point, we understand the risks and so forth there, and would be willing to take that on again.

But Kim is right. The IANA deals with all of you rather than just three-quarters of you, already. And so, hypothetically, if Kim wants to take responsibility for it and just need some assistance

JACQUES LATOUR: Good. Thank you. So we potentially have two offers here on the table. So I think one action item we need to put down is we should develop, maybe, a quick document that explains what we need, what we'd like to see in terms of contact validation. And align that with our processes. But the best place is with your system.

John put a comment here. There's a question. We'll answer that later, from Denzell.

So, John, the TLD-OPS, the main focus was to build a contact repository of ccTLDs and share that with other ccTLDs. And that's the sole focus of TLD-OPS. Having a mailing list is a bonus, and sharing information is value-add. But the charter is to build a contact repository.

RÉGIS MASSÉ: Dmytro has raised his hand.

DMYTRO KOHMANYUK: Should I go ahead?

JACQUES LATOUR: Yeah, go. We see you.

DMYTRO KOHMANYUK: Thanks. I'll just quickly comment on ... I think [inaudible] said that. It's sometimes hard to discern voices. The idea that you want to export the contacts in a machine readable form. Well, I guess I may just volunteer for that. We can just have a simple Python script that we can run [inaudible] them to the report file. And you can just import it to your favorites on [inaudible] technology or software, be that Google e-mail or something. Otherwise, you have to do a full-blown myTLD-OPS account where you can login and set up your contents. And I think that's kind of a waste of time.

And I would also second Kim Davies' suggestion that as IANA is now doing the RZM Version 2—or RZM Version 3, I guess—as far as being e-mail, you can easily add those [public] TLD-OPS contacts. But if you do that, then basically you move all of that management into the IANA. And I'm not saying that's a bad idea. But then if you do that, then we don't really need that listing anymore. Right? Well, I mean, [to maintain] [inaudible].

So, these are two different things. One is the export. And I guess maybe you don't load in your daily updates [inaudible] feel like. But I think, for me, I did use [inaudible] first couple of couple times during the incidence in third parties. And it was [purposeful]. But, yes, some of the phone numbers are incorrect.

So my first suggestion would be, yes, consider [Expo] conversion. Secondly is consider IANA as one of the parties. But that's kind of [inaudible] to do. And certainly, maybe allow people to add their [inaudible] new information. For example, a lot of people like myself use Signal or maybe this, whatever, [inaudible] they prefer.

You know, a phone number is kind of a 20th century thing. It may be useful to add additional ways to contact besides e-mail and phone. And for that [inaudible] new format. That's, I guess, even harder. So that's all I want to say. Thank you.

JACQUES LATOUR: [inaudible], please.

WARREN KUMARI: Hey, Dmytro. So, yes, you're right. We could easily do this with just Python thing which exports to a vCard and then people import it. The problem is that keeping that up to date is hard. Right? You need to basically … It's now just the e-mail list in a different form. Somebody needs to, every whatever, take the vCard thing and reimport it.

As a test, I stood up a [Nextcloud] instance, which is basically a file server but also a CardDAV server. And so I had it just importing from the e-mail list, and then a bunch of people had subscribed to it just as a test. I mean, it's trivial to run that. And then it's

always live. You're right. People do need to configure it in their device, but that's fairly easy.

But probably all of this is moot because maybe we just move it to the IANA and it becomes their problem instead. But I mean, CardDAV was an easy thing to set up as a test.

DMYTRO KOHMANYUK: Excuse me. Maybe you have to explain. I know what you mean, but maybe explain how it works. Maybe share it to the e-mail lists or chat.

JACQUES LATOUR: I've got a couple of slides to go through, and then we can have this discussion in AOB.

So, think about … We have 400 contacts, 200 ccTLDs. We need to keep everything up to date. We need people to have the ability to easily find other contacts, search. We need to update and keep it up to date and build trust for the whole thing. So there's lots of improvements that we can do. Next slide. No. Go to the next one. And then you can do your …

So Brett was going to talk to us about his brand new committee.

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BRETT CARR: Well, it's not new anymore. But, yes. Thanks, Jacques. So one of the problems that we've had with TLD-OPS consistently over the years is the … We've talked about the list of people on it, which is … We don't know the quality of it completely. But generally speaking, it is good quality, we believe.

But the bigger problem we've got is that we've got this mailing list and we've [inaudible] using it. There's practically no traffic to it, and we wanted to try and generate more useful traffic to it and get more people using it in a useful way on building that trust with people. And that would hopefully make TLD-OPS more useful and fit its original purpose.

So what we decided to do a little while ago now—it was probably less than a year, I think—was to try and encourage more use of the list and encourage more people to post useful things to the list. And to do that, we founded the Security Committee. And the Security Committee comprises all of the Standing Committee members plus six other people who volunteered at the time. And we got together and went through the reasons for forming it and got a lot of people to commit to being able to …

Most of those people were working in some kind of security context within their TLD, and so would be aware of security events. Not necessarily for their TLD, but vulnerabilities that might emerge in the TLD space that might affect other people. And so, therefore, be conscious of those and aware of those

[inaudible] at least for the consumption of the other TLDs. Because not everybody sees every security alert when it comes out [inaudible]. People have got busy lives, and different TLDs have got different levels of members of staff, etc.

So the idea was to try and get the Security Committee to stimulate more content to list and discussion. [inaudible] said that it's been a partial success so far. I think Jacques mentioned earlier on that there's been six things posted to the list since January. And that doesn't sound like a lot, but if you look at the previous years, that is a ramp-up, strangely.

But I think if I'm honest, I think we can do better than that. If I think about the things that have happened this year, I'm sure there's been more than six security-related events in the world that ccTLDs might want to know about. So I think we'll probably have a Security Committee meeting in the next month or three, and try and ram that message home a little bit more about posting was onto the list.

And also, if anybody else is interested in joining the Security Committee, then drop us an e-mail. We very much are open to all of the volunteers. But what we do want is people on the Security Committee who want to help and want to send stuff to the list, and send the right stuff to the list. Not just join a committee to be on the committee. It's important to do this properly.

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And obviously, the other thing the committee will do over time is discuss other ways to stimulate conversation, improve the content. I think that's pretty much it for me. If anybody wants to join, anybody interested in knowing more, drop me or anyone of the committee a message and we're happy to have a chat with you about it. Thank you.

JACQUES LATOUR: So engagement is a challenge, and that's what we're trying to do. We did a survey to see how people are engaging. We didn't get any response, basically. That's right? We didn't get much? Yeah. So if we do another survey, I don't know if we're going to get much more response. Do we engage the ccTLDs through ccNSO to the managers who have a process for them to measure for us the engagement? I know security people are busy doing security stuff. Doing this might be a distraction from their day-to-day business, internal work.

So maybe our outreach needs to be different. So trying to reach people through e-mail just gets filtered in a bucket and nobody sees them. So we need to ... Maybe Ali at the ccNSO session tries to figure out how we can get more engagement from a different channel, from the ccNSO.

ALI HADJI MMADI: Let me speak in French, and you'll understand well. [speaking French].

JACQUES LATOUR: Ali said that he's going to check with the ccNSO to see if we can have a new channel in there to help us figure out engagement. Ali is our ccNSO liaison. A big job. It's a new role, actually. Right? [inaudible].

So, we did six security alerts. We probably could have done more, but the stimulation from the community ... It's very limited. It's always the same actors engaging in the discussion there.

But that's it. Any question on the Security Committee. Okay. The previous slide. You're free to go.

BRETT CARR: [inaudible]. Still got time.

JACQUES LATOUR: Still got time. Yep.

RÉGIS MASSÉ: Just to give you a very small feedback from the webinar we made in March. ICANN and AFTLD asked us to promote what we are in our actions, and especially talk about the DR/BCP delivery. We made a new group. We presented the result of this work during

ICANN69 in Montréal. It was the last time we saw us in real since now. And it was a big success. Saw a lot of people, a lot of ccTLDs wanted to know what it's about.

And in March I made a webinar with AFTLD. There were nearly 70 people, so I presented to a group. I presented our work and we talked about the DR/BCP [details]—playbook, of course, the template. Because in this work, I just remembered the fact that there is a playbook and templates to help ccTLDs to develop and to be prepared for their DR/BCP.

And there's a card game and a play game to simulate a disaster and to simulate which action could be taken on the technical way, on the technical topic, on the legal topic, and communications, and then governance.

So, of course, in remote it was not possible to play the game, but I gave and I presented older materials because every ccTLD can get the materials on the website. Jacques showed the link in the previous slide. You can get all of the materials if you want to play this game. And you can adapt this game to your contacts, to your ccTLD.

I think people were attending the registrar [inaudible]. I don't know if there are any feedback. Perhaps people in the room or, Ali, if you get feedback from the community about this webinar.

ALI HADJI MMADI: Thank you, Jacques. Oh, no. Régis, sorry. I think the webinar was well and was appreciated by the community because many of them didn't have the BCP or ICP. But I think it's needed that we plan a physical training. That means we need to know exactly how we can do it well because [inaudible] not that all ccTLDs has this BCP and [inaudible]. This is just, I have noted about this information just to confirm it was helpful for the participants. Thank you.

JACQUES LATOUR: Thank you.

RÉGIS MASSÉ: [Next slide].

JACQUES LATOUR: Well, so that's [inaudible]. Yeah, the next one is Action Items. So we'll talk about more … We want to do more workshops after this.

So this is our to-do list. And I wanted to go to that. Too small to read. Oh, my God. I need glasses. Oh, yes. So I guess the first one is to develop the procedure. So we wanted to have the tech contact for a ccTLD to authorize the addition of TLD-OPS members.

So in the past, the current procedure was to only allow the admin to add contacts. And now we want the admin and the tech. And

so that was approved a long time ago. April. That must have been in 2019 that it was approved. But we still need to finish updating the process. So today we accept them to submit the changes, but we haven't updated the documentation on the Wiki and the PDF documents to reflect that.

I think it's just a matter of getting it done. So hopefully, by the next ICANN meeting we'll have it completed. But we do. Right, Kim? The process allows tech today to submit changes to the [report]. So just minor stuff here, the documentation.

So updating the website, mailman hosting, CardDAV. So all of these last four items, I think, are all bundled together. That's how we do contact management. That's what we've been talking about. To be honest, because some of the contacts we have in the report are not valid anymore, we're not 100% sure on exactly how many contacts we have in TLD-OPS. And so we need to build a process sooner than later to manage all of that. So we're doing our best to manage.

We expect the ccTLD to update the security contact when somebody leaves or joins the organization. And there should be a contact. But if the e-mail doesn't ... So we ignore the bounce from the mailman. We can't use that to manage the contacts because we don't have access to that information because it's with OARC. So that kind of limits our ability to do a really good job here.

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So taking that, us managing mailman with better control, CardDAV, all of these things. So if we have something with IANA that automatically helps us to do this easier, we wouldn't need to figure out how to deal with all of these issues. So these are all open. I don't know that …

They're there to track issues we have and things we want to do, but we don't have the tools or the means to do much more than we can do today. So I guess we'll need some red ink in that document as a priority High in red. Right?

Questions?

WARREN KUMARI: If folks were interested, I could quickly demo the CardDAV thing. But it's on my phone, and I don't know how to show my phone on Zoom.

UNIDENTIFIED MALE: [inaudible].

WARREN KUMARI: I could hold it up to the camera, but that would be kind of silly. But I mean, if we have time and people want to see it, I could do that. I mean also, it's wildly just a proof of concept.

UNIDENTIFIED MALE: [inaudible].

WARREN KUMARI: Yeah. You've got more stuff.

UNIDENTIFIED MALE: [inaudible].

JACQUES LATOUR: So that's the Action Item list. And then, last slide. So, that's our last slide?

BRETT CARR: [inaudible].

JACQUES LATOUR: Okay. So, go. Yeah?

BRETT CARR: My question relates to our charter. We had an action point to review our charter some time ago, and then I heard Eberhard saying in the meeting earlier on that we communicated our charter was all fine. There was no review needed. I'm not quite sure what happened.

JACQUES LATOUR: This is awkward. Is that the right word? Yeah?

BRETT CARR: Sure.

JACQUES LATOUR: So you reviewed the charter last year. That was [inaudible]. Yeah?

UNIDENTIFIED SPEAKER: [inaudible].

BRETT CARR: I remember having it as an action plan. I never actually remember completing it.

JACQUES LATOUR: So we did have a … That was before … We did … So we had an action …

BRETT CARR: There definitely was an action, but I really don't remember completing it.

JACQUES LATOUR: So we did a review, but we didn't change it. The scope it the same.

BRETT CARR: Okay.

JACQUES LATOUR: It doesn't talk about mailman and DNS-OARC and how we do that. So the charter [inaudible].

BRETT CARR: [inaudible]. Right? It's high level.

JACQUES LATOUR: Yeah.

BRETT CARR: Okay. All right, that's fine. Thanks.

JACQUES LATOUR: So, yeah. We did do a review, but you should have done an in-depth review.

BRETT CARR: [inaudible].

JACQUES LATOUR: Okay. Question in the chat. One is Denzell, .mw. Are you here and person or remote? So the question is "Suppose there were some

TLDs associated with abuse. What measures are taken?" Good question.

BART BOSWINKEL: Jacques.

JACQUES LATOUR: Yeah.

BART BOSWINKEL: The question has already been answered by John in the chat, as well, if you scroll down. And that was to the satisfaction of Denzell.

JACQUES LATOUR: Okay. So that … Well, a high-level answer. It's not TLD-OPS's role to mitigate that. But if another ccTLD … That's a good example of a ccTLD seeing abuse on another ccTLD and they know how to help or provide guidance, then they can reach out and say, "Hey, you should do this or that." And that's the purpose of the list.

So what's the second question? You answered it? Or you're answering now? Okay.

So, AOB. It would be nice to have Slack or Mattermost. I saw some chatter here about that. The issue is membership management.

We don't want to open this to everybody. It needs to be for very specific users, for very specific CCs. So these tools need to integrate with ...

We can't do manual administration. It doesn't work. We don't have the cycle or the time and the effort to do it manually. So the more services we add, it has to be fully automated so that if you add a contact in IANA, it gets added in the mailing list and the chat tool. But it can't rely on manual processes. We're going to end up where we're at.

Any other questions? So in here is, we need help from ICANN and IANA to ...

RÉGIS MASSÉ: Jacques. Just another point, perhaps, for the group. Perhaps here we have to figure out if we will evolve the Standing Committee group. One of the members, we don't see him for many years now. And we have to see if we need to replace him, to open the Standing Committee to other people [inaudible]. Because, okay, the group is several but it's a long time that this group is defined it. So we have to think about how we ... Do we make it evolve or not and what we are doing with the people who not active in the Standing Committee.

JACQUES LATOUR: Yeah, that's it, AOB. Workshops. Should we do another DR/BCP workshop at an ICANN soon? I think if we did that, we would bring a whole lot of people together. That would be in person. But the [inaudible], for example. He's on the list. He'd be the master of ceremonies. So if we can get [cycles] and commitment to help us organize, then we can make that happen. But the workload on the committee has to be shared with external people.

All right, thank you.

BRETT CARR: [inaudible], everybody.

JACQUES LATOUR: Have a safe trip home.

So we've got five minutes left. So we need help. We can do more. We need help from my IANA/ICANN. We need help from the community to do more workshops and stuff. We need feedback on TLD-OPS from each of the ccTLDs to see if there's value in what we're doing. Or do we get more engagement and all that.

John.

JOHN CRAIN: Yeah, just from the side from ICANN/IANA. Let's have a discussion about what the most useful tools are, what kind of help you need,

and see what we can do to this. I'm a strong believer in having these kinds of communication forums for when we need them. So if there is more we can do to help, we're completely open to it. So let's have that discussion. But let's see if we can put something more concrete down about what would be useful.

And to the comment about the Steering Committee. I agree, it's always healthy to revisit that. I think that's a good thing we should probably all sit down and think about.

JACQUES LATOUR: Yeah. For sure. For example, I took a picture, a snapshot, copy/paste even of Bill's picture that he volunteered to do contact verification from PCH. So that's external help that will help us with the process that might not be feasible by ICANN. So if we get a bunch of people to do different things, I think we can make this work.

But the goal is to have a contract repository of ccTLDs for security contacts, and we have that. If something big happens and we need to reach out to other people, we have the list. So we're in really good shape. It's not super ... It's not 100% accurate, but I think we met the objective, and we keep it up to date as best as we can. But there's lots of improvement that we could do. And that is ...

If there's another question.

RÉGIS MASSÉ: Yeah, Jacques. Just another point we have to think about in the Standing Committee is the next topic we will address. If we, next year or the year after, make a new workshop, on which topic. DNS abuse is on every meeting, so I'm sure it's already taken by a lot of people. And perhaps it comes from the community, too, to say, "Okay, we need help on this topic or this topic." For DR/BCP, it was the case. We have some ccTLDs that asked us to help them. And in this way, we have worked on the workshop and the playbook and things like that.

If you have ideas in the community on the topics we can work and if we are the good guys to work on, if we have the skills to work on the things, we will be happy to work on a new subject.

JACQUES LATOUR: So I think it would be timely to have a ransomware playbook and to play the DR/BCP workshop that would use existing plans and invoke the ransomware playbook. And then do the whole thing and update the deck of cards with maybe more in tune with that process. I think that would go a long way in disaster recovery/business continuity process. So that would be really cool. That's it.

Do you want to do your demo?

WARREN KUMARI: Yes. [inaudible].

RÉGIS MASSÉ: Watch out there. Okay. Give it a try. The TLD-OPS team will …

JACQUES LATOUR: Warren. [inaudible] video here.

WARREN KUMARI: Right there?

JACQUES LATOUR: With the camera on the laptop.

WARREN KUMARI: Ah. Let's see if that's going to work. I suspect it will still blow up the camera, especially if you … You have to project this. There we go. Can you …

JACQUES LATOUR: I hope I don't have to pin …

WARREN KUMARI: Yeah. That's not going to work at all. Is it?

JACQUES LATOUR: [inaudible].

WARREN KUMARI: And we don't have a camera which faces down.

UNIDENTIFIED MALE: [inaudible].

UNIDENTIFIED MALE: If you have the Zoom app on your phone, you can share it. [inaudible].

WARREN KUMARI: There we go. So, that's going to end really well. Isn't it? How stupid can you look? So basically, you add a CardDAV account. And then Contacts, Accounts. You add a CardDAV account. I'm just logging in as Brett because that's easy. And then all of the contacts for all of the TLDs show up as a contact in your iPhone or whatever. You can search for things like .nz and get all the contacts for .nz, as an example.

And because it's a CardDAV type thing, whoever is managing the list can add additional notes or additional contact stuff from things like Wire, etc. So whoever actually ends up running the list can easily add additional information, and we can make it so that there is somebody in charge of it and everybody else just has

Read Only access. And I think that should make it a lot easier for people to be able to be able to use the information.

JACQUES LATOUR: So the IANA system potentially could generate the CardDAV thing that's shared with only the right people?

WARREN KUMARI: Yep. They could either just expose it by a CardDAV. Or the trivial thing is, there's a system which can already do this. They could just export it from whatever they have. If you like, Nextcloud, is a free, open source hosted whatever thing. And phones, etc., can subscribe to it. And I don't know if any of this is readable or if it was a complete waste of your time.

UNIDENTIFIED MALE: No, no, [inaudible].

JACQUES LATOUR: And as it was recorded, everyone has got the phone of [inaudible] now.

WARREN KUMARI: Excellent. I didn't think of that. You can change his phone number quickly. Things like that will make … It's much easier to

administer it as well, I think. And it will just make it more usable [inaudible].

JACQUES LATOUR: And this concludes TLD-OPS meeting, officially, two minutes late.

BART BOSWINKEL: Can you stop the recording, please?

[END OF TRANSCRIPTION]